

# **TASK ORDER**

**GST0013AJ0065**

## **Reserve Component Automation (RCA)**

**in support of:**

## **U.S. Army PEO EIS**

**Issued to:  
L3 Services, Inc.**

**issued by:  
The Federal Systems Integration and Management Center (FEDSIM)  
1800 F Street, NW  
Washington, DC 20405**

**March 25, 2013**

**FEDSIM Project Number 12085ARM**

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The Section numbers in this Task Order (TO) correspond to the Section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### **B.1 GENERAL**

The work shall be performed in accordance with all Sections of this TO and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

### **B.5 CONTRACT ACCESS FEE**

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is  $\frac{3}{4}$  % (i.e., (.0075)) of the total price/cost of contractor performance. Each TO issued under this contract shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award. The following access fee applies to TO issued under this contract.

#### **GSA-Issued Task Orders:**

Orders in excess of \$13.3 million are capped at \$100,000 per order year.

### **B.6 ORDER TYPES**

The contractor shall perform the effort required by this TO on a Firm-Fixed-Price (FFP) for CLINs 0001, 1001, 2001, 3001, 4001, 0002, 1002, 2002, 3002, 4002, 0003, 003(a), 1003, 1003(a), 2003, 2003(a), 3003, 3003(a), 4003, 4003(a), 0004, 1004, 2004, 3004, 4004, 0005, 1005, 2005, 3005, 4005, 0006, 1006, 2006, 3006, 4006 a Cost-Plus-Award-Fee (CPAF) basis for CLINs, 0007, 1007, 2007, 3007, 4007, 0008, 1008, 2008, 3008, 4008, 0009, 1009, 2009, 3009, 4009, 0010, 1010, 2010, 3010, 4010, 0011, 1011, 2011, 3011, 4011 and a Not-to-Exceed (NTE) basis for CLINs, 0012, 1012, 2012, 3012, 4012, 0013, 1013, 2013, 3013, 4013, 0014, 1014, 2014, 3014, 4014, 0015, 1015, 2015, 3015, 40215, 0016, 1016, 2016, 3016, and 4016.

### **B.7 ORDER PRICING (ALL ORDER TYPES)**

Long distance travel is defined as travel over 50 miles. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NTE	Not-to-Exceed
ODC	Other Direct Cost

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.1 BASE PERIOD:**

**CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
0001	Task 2 – Program Management	<b>(b) (4)</b>		
0002	Accounting for Contractor Services (Task 2, Subtask 1)			
0003	Task 4 – RCAS Support			
0004	Task 5 – Contractor Environment			
0005	Task 6 – Hardware and Software Products			
0006	Task 8 – DLP Core Sustainment			

**OPTIONAL CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
0003(a)	Task 4 – Subtask 3 – USAR Tier 2 Help Desk Support	<b>(b) (4)</b>		

**LABOR CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
0007	Task 1 – Subtask 1 - Transition – In	<b>(b) (4)</b>		
0008	Task 3 – RCAS Core Sustainment			
0009	Task 7 – Subtask 1 – Planning and Design (P&D)			
0010	Task 9 – IMS Core Sustainment			

**OPTIONAL CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
0011a	Task 10 – Surge/Special Projects	<b>(b) (4)</b>		

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**NTE CLIN**

CLIN	Description		Total Ceiling Price
0011b	Task 10 – Surge/Special Projects - FFP	NTE	(b) (4)
0012	Contract Access Fee	NTE	
0013	Task 7 – Subtask 2 – Network Installations		

**COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs**

CLIN	Description		Total Ceiling Price
0014	Long Distance Travel Including Indirect Handling Rate <b>Ex. 4</b>	NTE	(b) (4)
0015	Tools Including Indirect Handling Rate <b>Ex. 4</b>	NTE	
0016	ODCs Including Indirect Handling Rate <b>Ex. 4</b>	NTE	

**TOTAL BASE PERIOD CLINs:**

\$42,488,992

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.2 OPTION PERIOD 1:**

**CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
1001	Task 2 – Program Management	(b)	(4)	
1002	Accounting for Contractor Services (Task 2, Subtask 1)			
1003	Task 4 – RCAS Support			
1004	Task 5 – Contractor Environment			
1005	Task 6 – Hardware and Software Products			
1006	Task 8 – DLP Core Sustainment			
1007	Task 1 – Subtask 2 – Transition – Out			

**OPTIONAL CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
1003(a)	Task 4 – Subtask 3 – USAR Tier 2 Help Desk Support	(b)	(4)	

**LABOR CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1008	Task 3 – RCAS Core Sustainment	(b)	(4)	
1009	Task 7 – Subtask 1 – Planning and Design (P&D)			
1010	Task 9 – IMS Core Sustainment			

**OPTIONAL CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1011a	Task 10 – Surge/Special Projects	(b)	(4)	

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**NTE CLINs**

CLIN	Description		Total Ceiling Price
1011b	Task 10 – Surge/Special Projects - FFP	NTE	(b) (4)
1012	Contract Access Fee	NTE	
1013	Task 7 – Subtask 2 – Network Installations		

**COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs**

CLIN	Description		Total Ceiling Price
1014	Long Distance Travel Including Indirect Handling Rate <b>Ex. 4</b>	NTE	(b) (4)
1015	Tools Including Indirect Handling Rate <b>Ex. 4</b>	NTE	
1016	ODCs Including Indirect Handling Rate <b>Ex. 4</b>	NTE	

**TOTAL OPTION PERIOD 1 CLINs:**

\$92,310,512

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.3 OPTION PERIOD 2:**

**CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
2001	Task 2 – Program Management	(b)	(4)	
2002	Accounting for Contractor Services (Task 2, Subtask 1)			
2003	Task 4 – RCAS Support			
2004	Task 5 – Contractor Environment			
2005	Task 6 – Hardware and Software Products			
2006	Task 8 – DLP Core Sustainment			
2007	Task 1 - Subtask 2 – Transition - Out			

**OPTIONAL CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
2003(a)	Task 4 – Subtask 3 – USAR Tier 2 Help Desk Support	(b)	(4)	

**LABOR CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
2008	Task 3 – RCAS Core Sustainment	(b)	(4)	
2009	Task 7 – Subtask 1 – Planning and Design (P&D)			
2010	Task 9 – IMS Core Sustainment			

**OPTIONAL CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
2011a	Task 10 – Surge/Special Projects	(b)	(4)	

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**NTE CLINs**

CLIN	Description		Total Ceiling Price
2011b	Task 10 – Surge/Special Projects - FFP	NTE	(b) (4)
2012	Contract Access Fee	NTE	
2013	Task 7 – Subtask 2 – Network Installations		

**COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs**

CLIN	Description		Total Ceiling Price
2014	Long Distance Travel Including Indirect Handling Rate <b>Ex. 4</b>	NTE	(b) (4)
2015	Tools Including Indirect Handling Rate <b>Ex. 4</b>	NTE	
2016	ODCs Including Indirect Handling Rate <b>Ex. 4</b>	NTE	

**TOTAL OPTION PERIOD 2 CLINs:**

\$91,448,371



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**B.7.4 OPTION PERIOD 3:**

**CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
3001	Task 2 – Program Management	(b)	(4)	
3002	Accounting for Contractor Services (Task 2, Subtask 1)			
3003	Task 4 – RCAS Support			
3004	Task 5 – Contractor Environment			
3005	Task 6 – Hardware and Software Products			
3006	Task 8 – DLP Core Sustainment			
3007	Task 1 – Subtask 2 – Transition – Out			

**OPTIONAL CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
3003(a)	Task 4 – Subtask 3 – USAR Tier 2 Help Desk Support	(b)	(4)	

**LABOR CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
		(b)	(4)	
3008	Task 3 – RCAS Core Sustainment			
3009	Task 7 – Subtask 1 – Planning and Design (P&D)			
3010	Task 9 – IMS Core Sustainment			

**OPTIONAL CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
3011a	Task 10 – Surge/Special Projects	(b)	(4)	

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**NTE CLINs**

CLIN	Description		Total Ceiling Price
3011b	Task 10 – Surge/Special Projects - FFP	NTE	(b) (4)
3012	Contract Access Fee	NTE	
3013	Task 7 – Subtask 2 – Network Installations		

**COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs**

CLIN	Description		Total Ceiling Price
3014	Long Distance Travel Including Indirect Handling Rate <b>Ex. 4</b>	NTE	(b) (4)
3015	Tools Including Indirect Handling Rate <b>Ex. 4</b>	NTE	
3016	ODCs Including Indirect Handling Rate <b>Ex. 4</b>	NTE	

**TOTAL OPTION PERIOD 3 CLINs:**

\$64,255,972

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.5 OPTION PERIOD 4:**

**CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
4001	Task 2 – Program Management	(b)	(4)	
4002	Accounting for Contractor Services (Task 2, Subtask 1)			
4003	Task 4 – RCAS Support			
4004	Task 5 – Contractor Environment			
4005	Task 6 – Hardware and Software Products			
4006	Task 8 – DLP Core Sustainment			
4007	Task 1 - Subtask 2 – Transition – Out			

**OPTIONAL CLIN (FFP)**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
4003(a)	Task 4 – Subtask 3 – USAR Tier 2 Help Desk Support	(b)	(4)	

**LABOR CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
4008	Task 3 – RCAS Core Sustainment	(b)	(4)	
4009	Task 7 – Subtask 1 – Planning and Design (P&D)			
4010	Task 9 – IMS Core Sustainment			

**OPTIONAL CLIN (CPAF)**

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
4011a	Task 10 – Surge/Special Projects	(b)	(4)	

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**NTE CLINs**

CLIN	Description		Total Ceiling Price
4011b	Task 10 – Surge/Special Projects - FFP	NTE	(b) (4)
4012	Contract Access Fee	NTE	
4013	Task 7 – Subtask 2 – Network Installations		

**COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs**

CLIN	Description		Total Ceiling Price
4014	Long Distance Travel Including Indirect Handling Rate <b>Ex. 4</b>	NTE	(b) (4)
4015	Tools Including Indirect Handling Rate <b>Ex. 4</b>	NTE	
4016	ODCs Including Indirect Handling Rate <b>Ex. 4</b>	NTE	

**TOTAL OPTION PERIOD 4 CLINs:**

\$65,009,722

**GRAND TOTAL ALL CLINs:**

\$355,513,569

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

### **B.12 SECTION B TABLES**

#### **B.12.1 INDIRECT/MATERIAL HANDLING RATE**

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices. If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on such costs. If no rate is specified in the basic contract, none shall be applied in this TO.

#### **B.12.2 DIRECT AND INDIRECT RATES**

##### **B.12.2.1 DIRECT LABOR RATES**

Labor categories proposed shall be mapped to existing Alliant labor categories.

##### **B.12.2.2 INDIRECT LABOR RATES**

All indirect rates proposed and billed under this TO shall be commensurate with the then current DCAA approved forward pricing rate agreement. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

#### **B.12.3 CONTRACTOR ACCOUNTING FOR CONTRACT SERVICES**

The costs to be reported under this CLIN are those associated with the reporting requirements specified in C.5.2.1 and relate to this TO only.

### **B.14 INCREMENTAL FUNDING**

#### **B.14.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION**

Incremental funding for CLINs 1001 through 2016 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is **from March 25, 2015 through March 24, 2016** unless otherwise noted in Section B.7.1. The TO will be modified to add funds incrementally up to the maximum of \$355,513,569 over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**Incremental Funding Chart for FFP**

CLIN	COST/PRICE	TOTAL FUNDING	UNFUNDED BALANCE
0001 <sup>(b) (4)</sup>	(b) (4)	(b) (4)	(b) (4)
1001			
2001			
3001			
4001			
0002			
1002			
2002			
3002			
4002			
0003			
0003(a)			
1003			
1003(a)			
2003			
2003(a)			
3003			
3003(a)			
4003			
4003(a)			
0004			
1004			
2004			
3004			
4004			
0005			
1005			
2005			
3005			
4005			
0006			
1006			
2006			
3006			
4006			
1007			
2007			
3007			
4007			
<b>TOTAL</b>	<b>\$29,504,857.00</b>	<b>\$22,851,080.00</b>	<b>(b) (4)</b>

**Incremental Funding Chart for CPAF**

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1008	(b) (4)	(b) (4)
2008		
3008		
4008		
0009		
1009		
2009		
3009		
4009		
0010		
1010		
2010		
3010		
4010		
0011a		
1011a		
2011a		
3011a		
4011a		
TOTAL	(b) (4)	\$81,510,920.31
	(b) (4)	\$3,281,544.00

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NON-FEE Bearing CLINs						
CLIN	COST/PRICE		TOTAL	FUNDED COST		TOTAL
0011b	(b) (4)		(b)	(4)		
1011b						
2011b						
3011b						
4011b						
0012						
1012						
2012						
3012						
4012						
0013						
1013						
2013						
3013						
4013						
0014						
1014						
2014						
3014						
4014						
0015						
1015						
2015						
3015						
4015						
0016						
1016						
2016						
3016						
4016						



SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.15 AWARD FEE CALCULATION TABLE**

Award Fee					
Year	Period	Months Covered	Available Award Fee Pool	Earned Fee	Unearned Fee
Transition	T	06/26/13 – 09/13/13	(b)	(4)	
Base Year	1	09/14/13 – 03/24/14			
Option Year 1	2	03/25/14 – 09/24/14			
Option Year 1	3	09/25/14 – 03/24/15			
Option Year 2	4	03/25/15 – 09/24/15			
Option Year 2	5	09/25/15 – 03/24/16			
Option Year 3	6	03/25/16 – 09/24/16			
Option Year 3	7	09/25/16 – 03/24/17			
Option Year 4	8	03/25/17 – 09/24/17			
Option Year 4	9	09/25/17 – 03/24/18			

See Section J, Attachment J for how to calculate the Award Fee Pool

## SECTION C – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

### **C.1 BACKGROUND**

#### **C.1.1 PURPOSE**

The purpose of this TO is to acquire performance-based information technology (IT) technical support services associated with Army projects, programs, applications, and infrastructure services in support of the Project Directorate (PD) Reserve Component Automation Systems (RCAS), the Army National Guard (ARNG) Distance Learning Project (DLP) programs and infrastructure services to support the PD RCAS, programs, and services to support the PD RCAS, and development, sustainment, and fielding of Information Management Systems (IMS) projects, military IT infrastructure projects (ITII&R), programs, applications, architecture in support of the ARNG.

##### **C.1.1.1 VISION**

The PD RCAS vision is to enter into a working relationship with industry to accelerate the pace at which it develops and deploys critical software capabilities to the field, while providing innovative, efficient, and effective software development management processes. Additionally, PD RCAS is looking for innovative approaches to manage the sustainment of vital IT infrastructure for the Guard and Reserve components.

#### **C.1.2 AGENCY MISSION**

##### **C.1.2.1 PD RCAS**

PD RCAS is a Department of the Army (DA) organizational element within the Program Executive Office, Enterprise Information Systems (PEO EIS). PEO EIS provides infrastructure and information management systems to the Army enabling it to achieve its mission through comprehensive information ascendancy. PEO EIS develops, acquires, and deploys tactical and management IT systems and products.

The PD RCAS is responsible for sustaining and modernizing automated information systems that enhance the Reserve Component's (RC) ability to achieve and sustain critical automation interoperability and accomplish unit mobilization planning, training, day-to-day operations, communications, and administration.

The PD RCAS also provides support to the total Army, to include the Active Component (AC), ARNG and United States Army Reserve (USAR) IT communities by providing support for business application and web support services. Specifically, PD RCAS supports the National Guard Bureau's software sustainment and DLP, the IT component of Military Construction (MILCON), and manages the USAR's RCAS production server enclave at Fort Bragg, NC.

#### **C.1.2.2 ARNG DISTANCE LEARNING PROJECT (DLP)**

The DLP is a congressionally mandated program designed to improve military readiness, enhance command, control, communications, and computers (C4), and practically serve America's communities by making available shared access to high-performance communications. DLP provides digital distance-learning-oriented classrooms to train soldiers, thereby increasing National Guard readiness, and promotes shared use to make classrooms available for use by the civilian community and allows Warfighters and their families to communicate between home station and deployed unit locations.

#### **C.1.2.3 INFORMATION MANAGEMENT SYSTEMS (IMS)**

The ARNG is an operational organization providing trained and deployment-ready Soldiers from the 54 States, United States (U.S.) Territories, and the District of Columbia (D.C.). The ARNG is fully capable of accomplishing state, national, and international missions during war and peace. To meet these requirements, the ARNG maintains a balanced mix of combat, combat support, and combat service support units. These units are structured to integrate seamlessly within active component units as needed, and are located in nearly 3,000 communities throughout the U.S., which enables them to respond rapidly to domestic emergencies.

The IMS Division is one of three divisions within the ARNG G6 organization of the ARNG Directorate, National Guard Bureau. The ARNG IMS Division is responsible for providing a broad range of IT services to the ARNG. The IMS Division includes branches responsible for Application Sustainment and Development, Data Center Operations, and Data Management.

#### **C.1.2.4 IT INFRASTRUCTURE INTEGRATION AND REFRESH (ITII&R)**

Military organizations (specifically: the Army Corps of Engineers, ARNG, USAR, and United States Marine Corps (USMC)) are currently responsible for the military construction requirements for the IT services for numerous sites throughout the U.S. A schedule of network implementation projects for the period of performance identified herein is not presently known; however, RCAS anticipates that it will continue to have responsibilities in this area.

### **C.2 SCOPE**

The scope of this Task Order (TO) is to sustain system baselines, software applications and hardware functionality for Reserve Component Automation (RCA). The scope includes providing all labor, material, supplies, and services to sustain, deliver, test, and field applications and provide IT solutions consistent with PD RCAS, ARNG DLP, IMS, and ITII&R technical requirements.

### **C.3 CURRENT INFORMATION TECHNOLOGY (IT) ENVIRONMENT**

#### **C.3.1 RCAS**

RCAS maintains the United States Army Reserve Command (USARC) operational environment, physically hosted and supported at the USARC Network Operations Center (NOC) at Fort Bragg, NC. The USARC NOC physically hosts and supports two, Level 2 Integrated Databases (IDBs). One IDB supports USAR units of the Major Subordinate Commands (MSC) located in the Continental United States (CONUS), while the other IDB supports the many units in the U.S. Army Civil Affairs and Psychological Operations Command (USACAPOC).

RCAS is a fielded Acquisition Category (ACAT) III Automated Information System (AIS) providing Army Reserve Components (RCs) with the capability to administer, manage, and more effectively mobilize forces in five primary functional areas:

- Mobilization
- Safety and Occupational Health
- Personnel Support
- Force Authorization
- Application Support / Back Office

The RCAS IDB is divided into four types of system architectures:

- ARNG Level 1
- ARNG Level 2
- USAR Level 1
- USAR Level 2

The technical specifications and topology between the ARNG and USAR IDBs are distinctly different due to the organizational attributes and force structure of each RC. The rationale for separate Level 1 and Level 2 instances is due to hierarchical reporting capabilities (i.e., report roll-up features) and a few applications are only used at the Component-level Headquarters.

The ARNG Level 1 IDB enables access to data for functional leaders at the ARNG Directorate and is physically hosted and supported at the ARNG Readiness Center in Arlington, VA. The Level 2 IDBs enable access to data for functional leaders and commanders at the State-level and is physically hosted and supported at each of the 54 Joint Force Headquarter (JFHQs).

The USAR Level 1 IDB enables access to data for functional leaders at the USARC and is physically hosted and supported at the USARC NOC at Fort Bragg, NC. The USARC NOC also physically hosts and supports two Level 2 IDBs. One IDB supports USAR units of the MSC located in the CONUS, while the other supports the many units within the USACAPOC.

There are two additional Level 2 IDBs that support outside CONUS (OCONUS) USAR units: one currently located in Germany for the 7<sup>th</sup> Civil Support Command (CSC) and the other in Hawaii for the 9<sup>th</sup> Mission Support Command.

## SECTION C – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

RCAS, an enterprise information solution for the ARNG and the USAR, serves as a vital link between the Active and Reserve Components, and leverages data from authoritative sources and systems of record. The ARNG, at the Army Directorate of the National Guard Bureau (NGB) and the 54 States, U.S. Territories, and Washington, D.C. JFHQ, and the USAR, at the USARC headquarters and the various Command organizations, use the data in the many RCAS applications and its resulting records and reports to facilitate their missions. RCAS facilitates the accomplishment of hundreds of day-to-day administrative tasks at the unit level, thereby expediting the mobilization process. RCAS links approximately 4,000 ARNG and USAR sites worldwide that in turn support close to 10,500 units.

The RCAS suite of Applications consists of:

- Mobilization Planning Data Viewer (MPDV)
- Training and Operational Readiness Tracking (TORT)
- Deployment Manning Document (DMD)
- Battle Roster (BR)
- Tour of Duty (ToD)

The MPDV application has dramatically reduced the time and labor required to prepare and deploy soldiers through mobilization stations. General surveys of data-entry effectiveness show that, when utilizing MPDV, visibility unit readiness is significantly increased. Components of MPDV include:

- Safety Occupational and Health (SOH)
- Checklist Management Automated System (CMAS)
- Field Accident Table System (FATS)

Safety applications provide for the recording and reporting of aircraft and ground accidents as well as hazards. The lessons learned from this reporting helps to reduce the number of soldier accidents, thereby keeping soldiers ready for potential deployment. Components of safety applications include:

- Unit Personnel System/Command Management System (UPS/CMS)
- Military Personnel Office Orders (MILPO)
- Retirement Points Accounting Management (RPAM)
- Unsatisfactory Performance Letter (U-Letter)

The Personnel suite of applications addresses the unique needs of RC forces by managing orders and recording retirement points. Retirement point accounting currently supports only the Army National Guard. Components of the personnel msuite of applications include:

- Authorization and Requirements (A&R)
- Force Management (FM)
- Full Time Support (FTS)

## SECTION C – DESCRIPTION / SPECIFICATIONS / STATEMENT OF WORK

- Mobilization Force File (MobFF)
- Organizational Authority (OA)
- Permanent Orders System (POS)
- RCAS Authorization Data for Personnel (RADPER)

Force Authorization applications allow users to develop strategic plans for current and future RC forces. Users are able to compare force management data, manage equipment requirements and distribution, compare authorization and requirements data, and create hypothetical scenarios. Components of force authorization applications include:

### Application Support/Back Office

- RCAS Web
- RCAS Integrated Database (IDB)

RCAS Web is a web-based interface that provides users with a single point of access to all of the RCAS web-based applications. In addition, it provides system administrators with user account administration functionality, as well as organizational hierarchy creation and maintenance.

RCAS Applications	Acronym	Component
Mobilization Planning Viewer with Training and Operational Readiness Tracking Deployment Manning Document Battle Roster Tour of Duty	MPDV TORT DMD BR ToD	ARNG & USAR
Retirement Points Accounting Management	RPAM	ARNG
Unit Personnel System/Command Management System	UPS/CMS	
Military Personnel Office Orders	MilPO Orders	
Unsatisfactory Participation Letter	U-Letter	USAR
Full Time Support	FTS	USAR
Permanent Order System	POS	USAR
Mobilization Force File	MobFF	
Force Management/Organizational Authority Authorization & Requirements	FM/OA A&R	ARNG & USAR
RCAS Authorization Data for Personnel	RADPer	
Safety and Occupational Health	SOH	ARNG & USAR
Checklist Management Automated System	CMAS	
Field Accident Table System	FATS	
RCAS WEB/Information Exchange Loader/Back Office	RCAS Web/BO	ARNG & USAR
RCAS Integrated Database	RCAS IDB	

The RCAS suite of applications recently completed a transition to a standard, architectural framework (i.e., Microsoft's .Net 4.0 MVC 3). Essential to PD RCAS' software process and product management roadmap is to build upon the standards established by leveraging automated tools and enabling RCAS to employ and optimize cloud technologies such as Platform-as-a-Service (PAAS) and/or Infrastructure-as-a-Service (IAAS), as appropriate.

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The RCAS production environment takes advantage of virtual technology by using VMware 5.0, in which the applications are hosted on servers loaded with Windows Server 2008 R2 and Internet Information Server (IIS) 7.5. The data are stored on, and accessed from, a virtualized Database running Oracle version 11G R2. RCAS users access the software via client computers running the Army's Gold Master (AGM) image of Windows 7.

Each of the 54 ARNG JFHQs host the production environment described above. The USAR production environments are located at the Command Enterprise Data Center in Fort Bragg, NC, the 7<sup>th</sup> US Army CSC in Germany, and the 9<sup>th</sup> Mission Support Command in Hawaii.

### **C.3.2 ARNG DLP**

DLP represents an evolving capability for the Government and served communities. Since classrooms were completed at different points within the continuing DLP deployment phase, a variety of hardware, software, desktops, and network packages were employed to support project objectives and interoperability requirements. 327 classrooms are brick and mortar, classrooms are fixed locations with the exception of periodic classroom relocation. Conversely, there are currently seven Mobile Distance Learning Classrooms (MDLC). The MDLC is a portable classroom developed with the intent to provide a learning environment that may be transferred among locations within a state or territory to bring the classroom to the soldier. All classrooms are connected via GuardNet. A typical learning environment has from 3 to 18 student workstations equipped with a computer, monitor, keyboard, microphone, and headphones and is networked via Ethernet Local Area Network (LAN). An average of 30 learning environment baselines are technically refreshed each calendar year; a learning environment baseline is defined as the minimally acceptable classroom technical learning environment. The contractor shall sustain learning environment baselines, classrooms, and functionality for RCAS and DLP.

DLP consists of 334 specially designed multimedia classrooms throughout the country, linked by a terrestrial network and satellite technologies. Changes to the Army's force structure have placed a heavy burden on the National Guard to retrain soldiers from one military specialty to another. In the past, such retraining required transporting soldiers to distant brick and mortar classrooms, an often costly and time-consuming process. The DLP gives significant opportunity to the Guard to maintain the required readiness while reducing overall training costs. The advantages of DLP to readiness include:

- An increase in the number of soldiers that can be trained simultaneously.
- A lower cost for instructors, student transportation, and physical plant.
- A reduction in the amount of time required to deliver requisite training to large, geographically dispersed groups.
- The ability to broaden the scope of education, making more information available to more people at the same time.

### C.3.3 IMS

The IMS environment is a combination of legacy client-server and web-based applications described in Table 1.

**Table 1 – IMS Core Enterprise Applications**

**Note: See accreditation status for applications identified below in Section J-Attachment AG**

<b>Application Description</b>	<b>Hardware Platform</b>	<b>Operating System</b>	<b>Other COTS Software</b>
<b>Automated Fund Control Orders System (AFCOS)/ JUMPS Standard Terminal Input System (JUSTIS)</b> AFCOS performs the following: Order writing program for all types of duty orders for the ARNG; provides standardized format of orders; serves as a historical database for order register data; interface between orders and military pay for ease of creating payments to soldiers; interface between payrolls and fiscal accounting for input into Standard Financial System (STANFINS) and retention of historical accounting data; interface between personnel and financial systems for one-time entry; fund control program for Fund Managers to input and track reservations, obligations, and disbursements; provides automated files to Fiscal Accounting for creation of reservations; provides automated pre-validation of proper STANFINS data before passing to STANFINS; provides internal controls to prevent duplication of same periods for different duties; ensures use of proper fund manager codes by those having fund authority. JUMPS Standard Terminal Input System (JUSTIS) is a PAY SYSTEM input system.	HP Itanium DB And Web Servers	HP-UX 11.23	-Oracle 10 R2 -AccuCOBOL -Oracle Forms and Reports 9i
<b>Acquisition Planning Board (APB)</b> The APB application is a web-based application that Divisions to submit purchase requests to the APB for review and approval before the item or service can be acquired.	Intel-based DB And Web Servers	MS Windows Server 2000	-IIS 6.0 -SQL Server 2005 -SQL Server 2005 Reporting Services -Microsoft Visual Studio.NET 2005
<b>Enterprise Data Warehouse (EDW)</b> The ARNG EDW provides access to transactional data through a common querying and reporting interface and extends the Army Modernization Plan vision of "Winning the battlefield Information War," by providing reliable, high quality, and consistent data across all ARNG enterprise functional areas, suitable for analysis, forecasting, reporting, ad-hoc querying, and decision support processes. The EDW consist of seven data marts and one data provisioning capability: EDW Finance Data Mart EDW Real Property Data Mart EDW Environmental Data Mart EDW Equipment Reset Data Mart EDW Equal Opportunity Data Mart EDW Publications Data Mart EDW G1 Data Mart	HP Itanium App and DB Servers, and Windows App Server	HP-UX 11iv3and Windows Server 2003	-Cognos 10.1 BI Server -Oracle 11g

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<b>Application Description</b>	<b>Hardware Platform</b>	<b>Operating System</b>	<b>Other COTS Software</b>
EDW Counterdrug Data Mart EDW SMS-A- data provisioning capability			
<b>Geospatial Information System (GIS)</b> GIS-NG provides geospatial information and services to the 54 Army National Guard (ARNG) States/Territories, Readiness Center, and the NGB Joint Programs Office. GIS-NG supplies data, software, and operating procedures to meet Federal and State mission requirements within the installations and environment business domain. GIS-NG is the focal point for access to geospatial information on ARNG installations. As such, GIS-NG feeds consistent and standardized (e.g., Special Data Standards for Facilities, Infrastructure, and Environment (SDSFIE) and Federal Geographic Data Committee (FGDC) geo-spatial information to other Army Mapper agencies.	HP ProLiant Blade Dell PowerEdge 2650 Dell PowerEdge 6650	MS Windows Enterprise Edition 2003	-MS SQL Server 2005 -ESRI ArcSDE v9.2 SP6 -ArcGIS desktop 9.3 SP2 - ArcGIS Server .NET frameworkversion 9.3 SP2 -Lizardtech Express Server 5.3 -ArcGIS desktop 10.0 SP2-ESRI license Manager (Flexlm) -GeoExpressfloating license manager
<b>MyUnitPay (MUP)</b> MyUnitPay is a web-based system utilizing an Oracle database. MyUnitPay provides the ARNG with the ability to pay soldiers at the unit level for Inactive Duty Training (IDT) pay, split training, Additional Flight Training Periods (AFTP's), Readiness Management Period (RMP), Special Duty Assignment Pay (SDAP), Foreign Language Proficiency Pay (FLPP), Funeral Honors, and short tour Active duty pay certification. MUP was developed as a replacement for the IDT portion of the AFCOS Request For Orders / Inactive Duty (RFO/IDT).	HP Itanium DB Server; HP BL460c Blade Server (4 CPU's 4GB MEMORY)	HP-UX 11.23; ESX VMWARE 4.1 Update 2 running Windows 2003 Server Standard Edition	-Oracle 10 R2 -AccuCOBOL -Crystal Reports 10 -Adobe Acrobat Professional 6
<b>Standard Installation/Division Personnel System (SIDPERS)</b> SIDPERS-ARNG is a management information system designed to support the functional areas of strength accounting, personnel management, information retrieval, and external interfaces at the field operating level.  Integrated Pay and Personnel System Army (IPPS-A) is scheduled to subsume SIDPERS functionality in 2014.	HP Itanium DB and Web Servers	HP-UX 11.23	-Oracle 10 g R2 -Oracle Forms and Reports 9i
<b>Total Army Personnel Database – Guard (TAPDB-G)</b> TAPDB-G provides a variety of personnel data in support of the Headquarters Operating Level personnel management activities at the National Guard Bureau. Currently, SIDPERS supports personnel management activities at the individual state level.	IBM Mainframe	Z/OS	-DATACOM-DB -COBOL -DataQuery -TSO -ROSCOE

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<b>Application Description</b>	<b>Hardware Platform</b>	<b>Operating System</b>	<b>Other COTS Software</b>
<p><b>Web Corporate Management System (WebCMS2)</b> WebCMS is a web-based corporate management tool for management of the United States Army Operational Support Airlift Command's (OSACOM) assets. WebCMS allows the users to enter fuel and maintenance expense tickets and maintain aircraft data and personnel information. WebCMS allows for the reconciliation of budget data with the Defense Cash Accountability System (DCAS). OSACOM personnel are required to use WebCMS for posting data and for immediate access to current information on OSACOM units, Points of Contact (POC), aircraft, fuel, and other purchases (ticket and ticket items), telephone rosters, unit Department of Defense Activity Address Codes (DODAACs), budget, aircraft assignment history, aircraft missions, aircraft and personnel flight hours and selected personnel data.</p> <p>Existing system is on COOLGEN v6.5. Contractor shall migrate to .NET</p>	Intel-based DB and Web Servers	MS Windows Server 2003 SP1	-IIS 7.0 -SQL Server 2005 -CA Gen 6.5 -ASP -MS Visual Studio -Adobe Studio -Crystal Reports 8.5

### **C.3.4 ITII&R**

Military organizations (specifically the Army Corps of Engineers, ARNG, USAR, and USMC) have relied on PD RCAS to oversee and manage the efforts in the design and installation of network IT projects since November 2009; primarily PD RCAS supports the IT network implementation work for Military Construction (MILCON) activities. PD RCAS anticipates an average of 15 IT infrastructure-related projects per calendar year.

### **C.4 OBJECTIVE**

#### **RCAS**

Historically, RCAS sustainment has experienced challenges due to the interactions and dependencies between the applications and the integrated database. PD RCAS anticipates innovative solutions to deliver quality software in a timely, effective, and cost-effective manner.

#### **DLP**

Sustain ARNG DLP and ensure the designs meet or exceed functional and operational requirements, which include improved readiness, C4 capabilities, and shared-usage of facilities.

#### **IMS**

Consolidate applications as part of an overall effort to leverage a secure common operating environment. The application sustainment activities will include focus on incrementally modernizing the technology to leverage virtualization, multi-tiered architectures in a secure Demilitarized Zone (DMZ). See Section J-Attachment P for IMS Software Development Lifecycle.

ITII&R

Design, procure, install, and test local network infrastructures.

## **C.5 TASKS**

### **Task 1 – Transition (Mixed)**

Subtask 1 – Transition In (CPAF)

Subtask 2 – Transition Out (FFP)

### **Task 2 – Program Management (FFP)**

Subtask 1 – Accounting for TO Services

Subtask 2 – Coordinate a Program kickoff meeting

Subtask 3 – Prepare an Integrated Program Management Review (IPMR)

Subtask 4 – Prepare and update the Program Management Plan (PMP)

Subtask 5 – Earned Value Management (EVM) Criteria

Subtask 6 – After Action Reports (AAR)

### **Task 3 – RCAS Core Sustainment (CPAF)**

Subtask 1 – Planning and Implementation of Software

Subtask 2 – RCAS Software

Subtask 3 – Systems Analysis and Systems Architecture

Subtask 4 – Integrated Data Environment (IDE)

Subtask 5 – Databases

Subtask 6 – Information Exchanges (IE)

Subtask 7 – Quality Assurance

Subtask 8 – Configuration Management (CM)

Subtask 9 – Product Testing

Subtask 10 – Government Secure Test Environment (STE)

Subtask 11 – Software Deployment Management

Subtask 12 – Information Assurance (IA)

Subtask 13 – Requirements Management

Subtask 14 – Asset Management

Subtask 15 – Enterprise Training and Documentation

### **Task 4 – RCAS Support (FFP)**

Subtask 1 – Enterprise Service Desk

Subtask 2 – Field Support

Subtask 3 – USARC Operations

Subtask 4 – USARC COOP Support

Subtask 5 – Training Server Enclave

Subtask 6 – Special Project Support

Subtask 7 – Conduct Training

### **Task 5 – Contractor Environment (FFP)**

Subtask 1 – Establish Development and Integration Environment

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Subtask 2 – Office Automation

Subtask 3 – Asset Management

### **Task 6 – Hardware and Software Products (FFP)**

Subtask 1 – Purchasing

Subtask 2 – Product Assembly and Shipment

Subtask 3 – Product Installation

### **Task 7 – IT Infrastructure Integration and Refresh (Mixed)**

Subtask 1 – Planning and Design (P&D) (CPAF)

Subtask 2 – Network Installation (FFP)

### **Task 8 – DLP Core Sustainment (FFP)**

Subtask 1 – Help Desk

Subtask 2 – Sustaining Engineers

Subtask 3 – Equipment Maintenance

Subtask 4 – Enterprise Support

### **Task 9 – IMS Core Sustainment (CPAF)**

Subtask 1 – Planning and Implementation of Software

Subtask 2 – Establish Development Environment

Subtask 3 – Sustainment Support

Subtask 4 – System Analysis

Subtask 5 – IMS Core Sustainment

Subtask 6 – Software Deployment Management

Subtask 7 – Configuration Management (CM)

Subtask 8 – Testing

Subtask 9 – Government Secure Testing and Integration Environment (STIE)

Subtask 10 – IA Security, Risk Remediation and Mitigation

Subtask 11 – Legacy COTS/GOTS Software

Subtask 12 – Asset Management

Subtask 13 – Enterprise Service Desk

Subtask 14 – Information Assurance Requirements

Subtask 15 – Conduct Training

### **Task 10 – Surge/Special Projects (CPAF)**

## **C.5.1 TASK 1 – TRANSITION**

### **C.5.1.1 SUBTASK 1 – TRANSITION-IN**

The contractor shall prepare a Transition-In Plan update for inclusion in the Integrated Program Management Review (IPMR), until such time as all tasks have been transitioned over to this TO (see Section F, Deliverable #1). Transition ensures the Contractor is afforded the opportunity to develop a thorough understanding of the legacy system life-cycle management processes and

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system requirements; define, implement, and receive Government concurrence of any new or changed management processes based on the contractor's proposal, and assume responsibility for system sustainment.

The emphasis of the transition is to minimize disruption of service to applicable Government legacy systems. The Government encourages a collaborative relationship with the contractor and encourages incorporating new, efficient, and innovative approaches to meeting the requirements in this TO. The contractor's Transition-In Plan shall identify the time period for its project team to receive sufficient levels of enterprise training and familiarization to clearly understand all aspects of the project and accept full responsibility for the current systems and daily operations. During this transition period, the incumbent contractor has been tasked by the Government to support the knowledge transfer to the succeeding contractor. The incumbent contractor is responsible for all system sustainment activities until the transfer of responsibilities is finalized to the Government's satisfaction.

Knowledge transfer shall address, at a minimum:

- a. System technical and functional/operational descriptions
- b. System functional and technical capabilities
- c. System engineering and design
- d. System security features and system specific Defense Information Assurance Certification and Accreditation Process (DIACAP) status
- e. Identification of all known risks

The Contractor shall complete transition-in by September 13, 2013.

The transition shall ensure minimum disruption to vital Government operations. The contractor shall ensure that there is no transition-related service degradation during transition in.

The final Transition-In Plan is due no later than (NLT) five workdays after TO start. The contractor's final Transition-In Plan shall include, at a minimum, the following:

- a. An overview of the transition effort
- b. A schedule with milestones and tasks
- c. Description of activities to transition
- d. Plan for transition of Government-Furnished Information (GFI)/Government-Furnished Equipment (GFE)
- e. Plan to transition knowledge and information from incumbent contractor Key Personnel
- f. Identification of potential risk or problem areas and remediation plan

### **C.5.1.2 SUBTASK 2 - TRANSITION OUT**

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor and Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 90 days prior to expiration of the base Period of Performance (PoP) and update the plan NLT 90 prior to expiration of each exercised option period (see Section F, Deliverable #2). The contractor shall identify how it will

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coordinate with the incoming contractor and Government personnel to transfer knowledge regarding the following:

- a. Program management processes
- b. Points of contact
- c. Location of technical and program management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel
- g. Identify schedules and milestones
- h. Identify actions required of the Government

The contractor shall establish and maintain effective communication with the incoming contractor and Government personnel for the period of the transition via weekly status meetings.

Upon delivery of the final version release or other deliverable under this TO, the Contractor shall deliver to the Contracting Officer's Representative (COR), the following:

- a. All framework, source code (fully compliable package), libraries, database tables, scripts, resources, modules, and all other related materials on the Government system and all software code.
- b. All procedures to move modules to test/production environments, maintenance procedures, reference materials, technical documentation, user manuals, training and/or classroom materials, and all other related documentation.
- c. Documentation to include system architecture diagrams, configuration management procedures (to include creating new modules, modifying code, testing, checking in and out modules, production releases, version control, etc.), system administrator procedures, database structure documentation, and data dictionary.

### **C.5.2 TASK 2 – PROVIDE PROGRAM MANAGEMENT**

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this TO. The contractor shall effectively and efficiently manage project cost, schedule, and performance utilizing integrated program management processes across all aspects of the TO tasks and activities. The Contractor shall use innovative approaches to strategic technical planning as well as solutions to overcome operational challenges and obstacles.

The Contractor shall further provide human resources management, data/deliverable management, risk management, configuration control, test and evaluation management, conduct engineering work group (EWG) meetings, and monitor Information Assurance (IA) activities and impacts. Work products produced as part of this activity include producing weekly Joint Status Reviews (JSR), monthly and as-required Contract Discrepancy Report Lists (CDRLs), reports, deliverables, and program management and financial reviews.

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The Government will utilize an Award Fee Determination Plan (AFDP) to monitor and incentivize CPAF Tasks (see Section J, Attachment J). The Government will utilize a Quality Assurance Surveillance Plan (QASP) to monitor FFP Tasks (see Section J, Attachment L).

### **C.5.2.1 SUBTASK 1 – ACCOUNTING FOR CONTRACT SERVICES**

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collections site where the contractor shall report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address: <https://cmra.army.mil>

The required information includes:

- a. Contracting Office, CO, COR.
- b. Contract number, including Task and Delivery Order number.
- c. Beginning and ending dates covered by reporting period.
- d. Contractor name, address, phone number, and e-mail address, and identity of contractor employee entering data.
- e. Estimated direct labor hours (including subcontractors).
- f. Estimated direct labor dollars paid this reporting period (including subcontractors).
- g. Total payments (including subcontractors).
- h. Predominant Federal Service Code (FSC) reflecting services provided by the contractor (separate predominant FSC for each subcontractor if different).
- i. Estimated data collection costs.
- j. Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information).
- k. Locations where contractor and subcontractor perform the work (specified by zip code in the United States (U.S.) and nearest city and country (when in overseas locations) using standardized nomenclature on website).
- l. Presence of deployment or contingency contract language.
- m. Number of contractor and subcontractor employees deployed in theater this reporting period (by country).

As part of its submission (see Section F, Deliverable #3), the contractor shall also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance, NTE 12 months, ending September 30 of each Government fiscal year and must be reported by October 31 of each calendar year or at the end of the contract, whichever comes first. Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

**C.5.2.2 SUBTASK 2 – COORDINATE A PROGRAM KICKOFF MEETING**

The contractor shall schedule and coordinate a Program Kick-Off Meeting at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include contractor Key Personnel, representatives from the directorates, other vital Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) COR. The contractor shall provide the following at the Kick-Off Meeting:

- a. Transition In-Plan – Final (see Section F, Deliverable #1)
- b. Program Management Plan (PMP) initial draft (see Section F, Deliverable #4)
- c. Software Development Plan (SDP) (see Section F, Deliverable #5)
- d. Earned Value Management (EVM) Plan (see Section F, Deliverable #6)
- e. Quality Control Plan (QCP) (see Section F, Deliverable #7)

**C.5.2.3 SUBTASK 3 – PREPARE AN INTEGRATED PROGRAM MANAGEMENT REVIEW (IPMR)**

The contractor's Program Manager (PM) shall develop and deliver an Integrated Program Management Review (IPMR) (see Section F, Deliverable #8) monthly using Microsoft Office Suite applications via electronic mail to the Technical Point of Contact (TPOC) and the COR. The IPMR shall include the following:

- a. Activities during reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task.
- b. Risk and issue tracking to include mitigation plans and strategies, and corrective actions
- c. Staffing Plan that includes initial filling of billets as well as ongoing contingencies to handle personnel turnover and areas of shortfall.
- d. Schedule (Shows major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- e. Summary of trips taken
- f. EVM statistics as per TO Section C.5.2.5.
- g. Cost for each CLIN for the current month and TO year to date.
- h. Projected cost of each CLIN for the upcoming month.
- i. Cost and schedule comparison data / monthly performance reports.
- j. Metrics on problem areas such as trouble tickets and system problem reports, whether identified by the Government or the contractor. Metrics on problem areas shall include a trend analysis.
- k. Integrated Baseline Review (IBR) within 90 days of project start and 30 days prior to end of base and each option year (see section F, deliverable #9).
- l. 90 days prior to end of base and each option year include socioeconomic subcontracting plan compared to actual performance.



**C.5.2.4 SUBTASK 4 – PREPARE AND UPDATE A PROGRAM MANAGEMENT PLAN (PMP)**

The contractor shall develop and deliver a Draft and Final Program Management Plan (PMP) that is based on the contractor's proposed solution (see Section F, Deliverables #4). Upon Government approval, the Contractor shall execute the PMP. The PMP is an evolutionary document, and as such, the contractor shall provide PMP updates throughout the TO performance period as changes in management items occur. The contractor shall update all appropriate sections of the PMP that are affected by these changes.

At all times, the contractor shall operate under a Government-approved PMP.

The contractor shall document all support requirements in the PMP. The PMP shall describe the contractor's organization, resources, processes, and management controls that will be employed. The PMP shall include a staffing plan. The PMP shall define the proposed organizational structure (including responsibilities and reporting structure), how personnel will be assigned throughout the contractual period, and how the proposed project team will interface with both the contractor's corporate structure and the Government command structure. The PMP shall also address how the contractor contributes to achieving socio-economic business opportunity targets. The PMP shall include the contractor's management process, subcontractor management process, external contractor communication plan (for integrating IT tasks outside the scope of this TO), and communication plan with the Government. The PMP shall detail the contractor's Standard Operating Procedures (SOPs) for all operational and developmental tasks. The PMP shall define policies and procedures for managing and directing the effort for productivity, quality, cost control, and early identification of risks and resolution of issues. The PMP shall include the comprehensive project schedule. The PMP shall provide for a Work Breakdown Structure (WBS), as per data item description DI-MGMT-81334B, and associated responsibilities and partnerships between Government organizations by which the contractor shall manage all work. The PMP shall include the contractor's Software Development Plan (SDP) and EVM Plan.

**C.5.2.5 SUBTASK 5 - EARNED VALUE MANAGEMENT (EVM) CRITERIA**

The Contractor shall employ EVM in the management of this TO. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. Generally, the Government will not require EVM to be applied against level of effort (LOE) tasks or firm-fixed price (FFP) activities. The contractor's system shall meet the guidelines and be maintained in accordance with the requirements for EVMS as described in this TO, under Defense Federal Acquisition Regulation Supplement (DFARS) Clauses 252.234-7001 and 7002. The IPMR (see Section F, Deliverable #8) shall be developed, maintained, updated, and reported on a monthly basis. Reports shall conform to Data Item Description (DID) Number DI-MGMT-81861. The qualities and operating characteristics of earned value management systems are described in American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748, Earned Value Management Systems. A copy of the standard is available from Global Engineering Task Order # GST0013AJ0065  
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Documents (1-800-854-7179) and will explain all variances greater than 10%, based on work accomplished as of the date of the report and whether the performance goals will be achieved, and discuss the corrective actions that will be taken to correct the variances and the risk associated with the actions. Reports may be tailored to meet operational requirements upon approval by the Government.

### **C.5.2.6 SUBTASK 6 - PREPARE AFTER ACTION REPORTS (AAR)**

The Government will identify the need for After Action Reports (AAR) when a request for travel is submitted or after participating in a meeting, discussion, conference, seminar, training, event, etc. The contractor shall retain a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, duration of trip, lodging costs, transportation costs, Meals, Incidentals and Expenses (MI&E) costs, Other costs (describe costs identified as other costs) and POC at travel location (see Section F, Deliverable #10).

### **C.5.3 TASK 3 – RCAS CORE SUSTAINMENT (CPAF)**

The contractor shall acquire and maintain an in-depth understanding of the overall system architecture, system design, and functionality requirements to include system of systems interfaces. The contractor shall sustain system baselines and software applications for RCAS, ensuring timely security and product updates and quality releases. The contractor shall sustain the hardware functionality for the USAR RCAS systems at USARC. The contractor shall be responsible for cost control, adherence to mutually agreed upon schedules, and technical quality of work.

The contractor shall provide system development and maintenance in support of the Army RCs. Commercial products and processes shall be used to the greatest extent practicable. The contractor shall provide system sustainment services for software applications, database applications, and other solutions, to include all the associated activities required to enhance, integrate, implement, and maintain the RCAS solution.

#### **C.5.3.1 SUBTASK 1 – PLANNING AND IMPLEMENTATION OF SOFTWARE**

**C.5.3.1.1** The contractor shall define a software approach appropriate for the computer software development effort to be performed under this TO. This approach shall be documented in the contractor's SDP (see Section F, Deliverable #5). The contractor shall adhere to the Government-approved SDP for all software to be developed and maintained.

**C.5.3.1.2** The SDP shall define the contractor's proposed lifecycle model and the processes used as a part of that model. For the purposes of this TO, the term *lifecycle model* is defined in Institute of Electrical and Electronics Engineers/ Electronic Industries Alliance (IEEE/EIA) Std. 12207-2008. The SDP shall describe the overall lifecycle and shall include primary, supporting, and organizational processes based on the work content of this solicitation. In accordance with the framework defined in IEEE/EIA Std. 12207-2008, the SDP shall define the processes, the activities to be performed as a part of the processes, the tasks that support the activities, and the

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techniques and tools to be used to perform the tasks. The SDP shall maximize the use of automated tools and industry best practices (e.g., test-driven development and integrated quality processes). The SDP shall include and leverage the automated tools PD RCAS has made investments in and mandated by higher headquarters. Because IEEE/EIA Std. 12207-2008 does not prescribe how to accomplish the task, the Contractor shall describe its approach in sufficient detail within the SDP in order that the Government may assess whether the contractor's approach is viable (see Section J, Attachment O (RCAS Baseline)).

**C.5.3.1.3** The SDP shall contain the information defined by ISO/IEC/IEEE 15289:2011, section 7.3 (generic content) and 10.21 Development plan. In all cases, the level of detail shall be sufficient to define all software development processes that clearly demonstrate integration of quality assurance best practices throughout the software development lifecycle, activities, and tasks. Information provided shall include, at a minimum, specific standards, methods, tools, Commercial Off-the-Shelf (COTS)/Government Off-the-Shelf (GOTS), actions, strategies, and responsibilities associated with development and testing.

**C.5.3.1.4** Additionally, the SDP shall describe an integration and training plan focused on providing the Government a thorough understanding of the Contractor's software development methodologies and testing tools and processes. This training plan shall begin with a detailed introduction during the Transition-In period and be continue throughout the entire period of performance.

**C.5.3.1.5** The contractor shall:

- a. Define an innovative and efficient lifecycle software support methodology/approach consistent with total system requirements.
- b. Provide support characteristics that are managed as an integral part of system development.
- c. Provide system lifecycle support and sustainment.

**C.5.3.1.6** The contractor shall incorporate innovative holistic solutions within a rapid development and synergistic deployment approach for quality software within a flexible and mission responsive and adaptive methodology.

**C.5.3.1.7** Software development processes and resultant deliverables under this TO shall be a series of rapid developments that deliver incremental capabilities in shortened timeframes as defined in roadmaps developed and delivered by the contractor. The contractor shall employ continuous integration best practices in developing software solutions.

**C.5.3.1.8** Based on a plan for each project, the contractor shall complete and deliver a version-controlled software release for fielding. Most projects will require several iterations culminating in an update to the field. The scope of every project will be tailored based upon the projected level of effort, driving longer or shorter iterations and update schedules as required.

**C.5.3.1.9** The contractor shall lead technology planning to evaluate the IT marketplace, its trends and growth to develop periodic technology refresh and enhancement plans. The

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contractor shall maintain a list of business requirements and the corresponding roadmaps.

**C.5.3.1.10** The contractor shall provide technical/management leadership of analysis of highly specialized applications and operational environments, functional systems analysis, design, integration, documentation, and implementation of technical solutions.

### **C.5.3.2 SUBTASK 2 –RCAS SOFTWARE**

**C.5.3.2.1** The contractor shall reduce the requirements backlog of approximately 200 by 15% per annum while maintaining an operational tempo (OPTEMPO) for the prioritized requirements defined by the Requirements Control Board (RCB) and any System Problem Reports (SPRs) no later than three months after TO start.

**C.5.3.2.2** The contractor shall develop and sustain the RCAS Developed Applications Software Baseline. To support this activity, the contractor shall evaluate the current enterprise Business Process Model (BPM) and make recommendations for improvement. The BPM (see Section F, Deliverable #11) shall be broken down by discrete areas (i.e., Applications, Database, and Information Exchanges), as well as at the enterprise level.

**C.5.3.2.3** The contractor shall use industry best practices for secure software design and development methodologies to ensure that applications placed into a production environment have no Category I and II security vulnerabilities.

**C.5.3.2.4** The contractor shall maintain existing business functionality and shall be required to develop functional enhancements to existing software as approved by the Requirements Control Board (RCB). The contractor shall employ mature software development and sustainment processes.

**C.5.3.2.5** The contractor shall implement industry-standard software lifecycle management processes that support and direct multiple development teams working in parallel and in collaboration with the user community to accomplish development efforts using an iterative-development approach.

### **C.5.3.3 SUBTASK 3 – SYSTEMS ANALYSIS AND SYSTEMS ARCHITECTURE**

**C.5.3.3.1** The contractor shall conduct analyses and identify technologies to enhance the RCAS suite of applications, capitalizing on advancements in software development, automated testing, release methodologies, managing external interfaces, software security, mobile computing, data storage, and hosting environment. For each analysis the contractor shall utilize the following criteria: availability, maintainability, expandability, reliability, and conformance to Federal functional, security, and budgetary requirements.

The contractor shall identify resources required to implement each recommendation. As directed by the Government, the contractor shall deliver a system analysis with recommendation as described below.

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**C.5.3.3.1.1** Approved recommendations shall require further analysis. Analysis shall include the following elements:

- a. Functional/technical requirements
- b. The impact on relevant internal/external system(s)
- c. Courses of Action (COA) based on current industry accepted methodologies coupled with innovative solutions
- d. Results and findings, providing recommendations on systems integration and standardization
- e. Implementation plans
- f. Real-time Integrated Data Environment for Government review and feedback for software development projects

**C.5.3.3.2** The contractor shall gather and review existing documentation and conduct interviews with key RCAS personnel to gain a thorough understanding of the RCAS environment. Within three months of TO award, the Contractor shall deliver a holistic review of the RCAS architecture and design. The assessment deliverable (see Section F, Deliverable #12) shall include the following:

- Analysis of the existing operational state of the production environment to determine overall stability and reliability and identify vulnerabilities.
- A detailed review of the system software, its strength and weakness, conformance to Microsoft .NET 4.0 MVC 3 standards, and an overview of the reliability, security, availability, and portability.
- The following standard DOD Architectural Framework (DODAF) views and update biennially
  - AV-1 Overview and Summary Information
  - AV-2 Integrated Dictionary
  - OV-1 High Level Operational Concept Graphic
  - OV-2 Operational Node Connectivity Description
  - OV-3 Operational Information Exchange Matrix
  - OV-5 Operational Activity Model
  - SV-1 System/Services Interface Description
  - SdtV-1 Technical Standards Profile
- Identify deficiencies and necessary steps for RCAS to comply with the DODAF. Conformance is achieved when:
  - The data is defined according to the DODAF Meta-model (DM2) concepts, associations, and attributes.
  - The architectural data is capable of transfer in accordance with the Physical Exchange Specification (PES).
- A roadmap for automating existing and future Information Exchanges (IEs) leveraging as much as possible the existing tool set (i.e., Oracle Data Integrator ).
- A roadmap for complying with the Directive-Type Memorandum (DTM) 2007-015 USD(P&R) – “DOD Social Security Number (SSN) Reduction Plan”

**C.5.3.3.3** Within 12 months of TO award, the contractor shall deliver a plan to take advantage of initiatives such as Platform-as-a-Service (PAAS) or Infrastructure-as-a-Service (IAAS) that are compatible with an approved Department of Defense (DOD)/Army hosting environment (see Section F, Deliverable #13). The contractor shall define an incremental approach to achieving the required capability and perform the following:

**C.5.3.3.3.1 Analysis**

- a. The contractor shall perform analysis of the current solution for the applications, technology, and production environment (see section F, deliverable #14).
- b. The contractor shall observe, capture, and evaluate current performance and provide recommendations for improvement.
- c. The contractor shall verify the Government's operating environment specifications and identify any risks or technology impacts of the Government's specification.
- d. The contractor shall establish baseline capacity and performance metrics for benchmarking purposes.
- e. The contractor shall identify all factors that can inhibit an application interface from being automated without application modification.

**C.5.3.3.3.2 Design**

- a. The contractor shall deliver a detailed Systems Architecture (see Section F, Deliverable #15) for the proposed solution. The Systems Architecture shall include:
  1. Generalized schematics.
  2. Design and solution strategy.
  3. Process specification.
  4. IA, disaster recovery, and business continuity capabilities.
- b. The contractor shall deliver a Detailed Design which shall specify (see Section F, Deliverable #16):
  1. Interface specification.
  2. Schematics.
  3. Detailed process flows.
  4. Detailed configurations specifications.
- c. The contractor shall deliver a migration strategy (see Section F, Deliverable #17).
- d. The contractor shall deliver a Test Strategy considering (see Section F, Deliverable #18):
  1. Integration testing.
  2. Migration testing.
  3. Regression testing.
  4. Performance testing.
  5. IA and disaster recovery.

**C.5.3.3.3.3 Build /Develop**

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- a. The contractor shall develop and deliver Test Plans and Test Cases for (see Section F, Deliverable #19):
  1. Integration testing.
  2. Migration testing.
  3. Regression testing.
  4. Performance testing.
  5. IA and disaster recovery.

**C.5.3.3.4** The contractor shall operate and maintain RCAS's systems architecture to meet the objectives and requirements of the project directorate by requiring an integrated set of activities and supporting documents that will execute RCAS's strategic vision, program concepts, communication plans, and implementation strategies while reducing lifecycle costs.

**C.5.3.3.4.1** The contractor shall sustain systems engineering processes by providing a methodology that incorporates change planning/management, requirements gathering, and development of standardized, repeatable processes, roadmaps, and implementation plans. The Contractor shall develop and document appropriate processes and procedures for implementation across the program (see Section F, Deliverable #20):

**C.5.3.3.4.2** The contractor shall ensure that any future IT architecture is sufficiently sized, maintained, and robust enough to support the timely execution of workload. When implementing hardware, software, and network upgrades, the contractor shall ensure integration and compatibility with the most current Army architectural directives.

**C.5.3.3.4.3** The contractor shall provide continuous leadership, innovation, monitoring, control, and management of engineering changes and provide a forum to facilitate and encourage collaboration between key stakeholders.

**C.5.3.3.4.4** The contractor shall focus on the optimizing productivity and product quality while reducing the occurrence of inefficient systems and processes through an integrated systems engineering approach that utilizes industry best practices. Design concepts shall include provisions for technology refreshes that will capitalize upon emerging technological advances available in COTS product offerings.

**C.5.3.3.4.5** The contractor shall inform and advise the Government on cross-cutting architecture and technical issues that may impact the enterprise.

**C.5.3.3.4.6** The contractor shall ensure existing and future hardware/software solutions comply with all Federal, DOD, and Army architecture and IA and security standards.

**C.5.3.3.4.7** The contractor shall support the Government's Requirements Control Board (RCB) processes. Support includes providing technical briefings relating to RCAS projects as needed in preparation for, and in support of, quarterly RCB meetings.

**C.5.3.4 SUBTASK 4 – INTEGRATED DATA ENVIRONMENT (IDE)**

**C.5.3.4.1** The contractor shall establish and maintain a secure IDE that includes a real-time, collaborative environment that enables access to the contractor's software development environment, providing authorized government stakeholders with on-demand on-line access to work products under development commencing at the start of work. The purpose of the IDE is to create a seamless, collaborative data environment for the contractor and Government team that contains all pertinent data about the project throughout its development and delivery.

**C.5.3.4.2** The IDE shall host all data referenced or produced in support of this TO, including cost, schedule, and technical data and deliverables. This data management program, including IDE structure, format, processes, and procedures, shall be documented within the PMP. At a minimum, the IDE shall contain the following information:

- a. Current IPMR
- b. All past IPMRs
- c. Current Transition Plan
- d. SDP
- e. Current EVM Plan
- f. Current and Past EVM Statistics
- g. Current PMP
- h. All After Action Reports
- i. Asset Management Inventory
- j. Status of deliverables (pending delivery, delivered pending Government acceptance, or Government accepted)
- k. Current and past period cost data by CLIN (e.g., Labor, Travel, Tools, ODCs)
- l. Detailed results of Quality Assurance (QA) audits
- m. Labor time accounting, in accordance with prime contractor's approved accounting system.

**C.5.3.4.3** The Contractor shall recommend additional data items not specified in Section F, Deliverables, in support of the processes/procedures that the Contractor will use to satisfy the requirements of the TO.

**C.5.3.4.4** Data shall be protected in accordance with the appropriate Program Protection Plans IA guidelines. The Government reserves the right to observe all contractor efforts to accomplish the TO requirements and reserves the right to provide feedback as regards to contractor processes.

**C.5.3.5 DATABASES**

The contractor shall administer databases and incorporate changes, or updates, to the supporting data models, schemas, data dictionary and related support software. The contractor shall provide continuous improvement in the integration of the information within the database to facilitate data sharing across the applications. The contractor shall remain cognizant of Government data



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standards in order to ensure full compliance with Government data standards (see <http://staging.bizhelper.com/Army-Information-Architecture-Document-3.0-content/appendix-e-catalog-of-data-standards.html> as an example)

### **C.5.3.6 SUBTASK 6 – INFORMATION EXCHANGES (IE)**

The contractor shall automate, to the greatest extent possible, all IEs through the use of Oracle Data Integrator (ODI) and other solutions. The contractor shall analyze, coordinate, and develop technical solutions, defined by the requirements, for all IEs (see Section F, Deliverable #21). The contractor shall assist the Government in monitoring changes to and sustainment of the existing IEs. The contractor shall maintain technical specifications, and incorporate changes, or updates to the software and documentation as required, but at a minimum, on an annual basis.

### **C.5.3.7 SUBTASK 7 – QUALITY ASSURANCE**

#### **C.5.3.7.1 GENERAL**

The contractor shall plan, develop, document, and implement a Software Quality Assurance (SQA) Program to be defined in the Software Quality Assurance Plan (SQAP) (see Section F, Deliverable #22) to ensure that comprehensive software quality is attained and all contractual requirements are satisfied. The contractor's SQA Program shall adhere to International Organization for Standardization (ISO) requirements, or other industry-recognized standards. The contractor's SQA Program shall be applied to the following: software requirements; software design; software engineering standards, practices, and procedures; computer program implementation; software documentation, software testing; software library controls; configuration management; corrective action; and subcontractor administration.

#### **C.5.3.7.2 MANAGEMENT**

Effective SQA management shall have sufficient, well-defined responsibility, authority, and the organizational freedom to identify and evaluate quality problems and to initiate, recommend, and/or provide solutions. The contractor shall regularly review the adequacy of the SQA Program and revise and adjust the Program to ensure that the TO quality standards are satisfied. The term —*SQA Program Requirements* are used herein includes the collective requirements of the standard.

#### **C.5.3.7.3 REPORTING**

The Contractor shall ensure objective evaluations and reports on software quality are delivered.

**C.5.3.7.3.1** Results of all SQA activities shall be documented in industry best practice formats and shall be delivered to the FEDSIM COR and RCAS TPOC. Failure on behalf of the contractor to promptly report discovered discrepancies may be considered non-compliance with TO requirements.

#### **C.5.3.7.4 INSPECTION AND ACCEPTANCE**

##### **C.5.3.7.4.1 QUALITY CONTROL (QC)**

The contractor shall incorporate an effective quality control program throughout the SDP to ensure services are performed in accordance with this TO. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

The contractor shall ensure that the technology products, services, and solutions it provides are of high quality, are fully integrated with the RCAS production environment, and are tested to include hardware, software, security, operating systems, and networks.

##### **C.5.3.7.4.2 MEASUREMENTS**

The contractor's performance shall be measured by Service Level Agreements (SLA) (e.g., IA compliance, performance, features, repeatability, backward compatibility, seamless release with minimal impacts to existing application functionality, trouble ticket responsiveness and resolution to end users, and System Problem Reports (SPRs) generated during testing). Other areas of non-SLA evaluation include: meeting end user requirements/expectations, meeting regulatory and statutory requirements, end user involvement throughout the development process, ease of use/usability, portability, and innovation.

The contractor shall provide QC across product lifecycles to include unit, integration, regression, and security (e.g., Security Technical Information Guide (STIG)) testing to ensure the delivery of quality, DOD-compliant products.

##### **C.5.3.7.4.3 GOVERNMENT QUALITY ASSURANCE (QA)**

The Government will evaluate the contractor's performance for compliance with the requirements set forth in this TO. The COR, TPOC, and the contractor's representative(s) will meet periodically to review performance and inspect work. These meetings may take place at the place of performance or at an alternate location as determined by the Government. This requirement is not in lieu of the FAR Inspection and Acceptance clause, but in addition to those terms.

#### **C.5.3.8 SUBTASK 8 – CONFIGURATION MANAGEMENT (CM)**

**C.5.3.8.1** As part of a software assurance process, the contractor shall develop a Configuration Management Plan (CMP) (see Section F, Deliverable #32) and establish and maintain a strict change control process. The change control process shall include Applications, Database, and Updates.

**C.5.3.8.2** The contractor shall sustain configuration control and configuration documentation, as well as report configuration status, in accordance with Capability Maturity Model Integration (CMMI) for Development, SEI, August 2006; American National Standards Institute (ANSI)/EIA Standard 649 (National Consensus Standard for Configuration Management); Military Handbook (MIL-HDBK)-61A, Configuration Management Guidance (latest version); Task Order # GST0013AJ0065  
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and Assistant Secretary of the Army for Acquisition Logistics & Technology (ASA ALT) Configuration Management Policy, dated 17 November 2011 or current version.

**C.5.3.8.3** The contractor shall support CM of requirements such as software and engineering change proposals (ECPs) in response to security vulnerabilities, directed architecture changes, policy/regulatory changes, legislative changes, interface changes, Business Process Improvements (BPIs), environmental changes.

**C.5.3.8.4** The contractor shall manage strict version control on all software source code and related artifacts either acquired or developed per the Government-accepted CMP.

**C.5.3.8.5** The contractor shall maintain the baselines and documentation for all system releases.

**C.5.3.8.6** The contractor shall monitor and report the installation status of each new release.

**C.5.3.8.7** The contractor shall utilize a CM tool that is interoperable with Serena Dimensions version 2009R2.

**C.5.3.8.8** The contractor shall apply CM through the entire lifecycle of all technology to include:

- a. Preparation of CM documentation for enterprise and project artifacts.
- b. Participation in CM planning.
- c. Oversight and participation in library setup and control for all developmental components and products; participation in the identification and marking of baseline product components.
- d. Working with division, project, and Government QA management to identify and resolve quality issues.
- e. Participation in process improvement initiatives.
- f. Supporting technical configuration control boards.
- g. Developing, documenting, and executing CM policies, processes, and standard operating procedures.
- h. Document Management - The contractor shall ensure proper control and coordination of all documents generated to fulfill the requirements of this TO such that all data deliverables are on time and fulfill routine requests for published documents (see Section F:
  1. Configuration
  2. Settings Document (see Section F, deliverable #23)
  3. System Documentation (see Section F, deliverable #24)
  4. Application Release/Service Pack Technical Information Packages (TIP) (see Section F, deliverable #25)
  5. Release Plans (see Section F, deliverable #26)
  6. System User Documentation (see Section F, deliverable #27)
  7. System User Documentation – Software User Manual (SUM) and ReadMe (see Section F, deliverable #28)
  8. System User Documentation – Database Software Installation Instructions (see Section F, deliverable #29)

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9. System User Documentation – Web Application Server Installation and Administration Guide (WASIAG) (see Section F, deliverable #30)
10. System User Documentation – Database Server Installation Guide (Deliverable #31)

### **C.5.3.9 SUBTASK 9 – PRODUCT TESTING**

**C.5.3.9.1** Product testing shall support innovative holistic (entire architecture) solutions within a rapid development and synergistic deployment approach of quality software and hardware. Product testing requires frequent engagement with the end-use community and designated representative testers. Development/testing shall include use of automated regression test techniques as part of a continuous software integration process. The contractor shall ensure all products are thoroughly tested, to include stress and boundary testing, prior to delivery to the Government (see Section F, Deliverable #33). Throughout the software development process, the contractor shall identify and correct product test issues.

#### **C.5.3.9.2 TESTING**

**C.5.3.9.2.1** The contractor shall conduct appropriate tests consistent with the developmental methodology (e.g., unit, functional, system, interoperability, regression, security, and performance) of software throughout the development lifecycle using industry best practices of continuous integration methods and automated regression test utilities. Test materials (scripts, configurations, utilities, tools, plans, and results) shall be maintained under configuration control.

**C.5.3.9.2.2** The contractor shall develop and deliver test procedures, test data, materials, results, and artifacts (see Section F, Deliverable #34) in a format that allows the Government to reproduce the test within their own test environment. The Government will provide only one instance of test data and this test data will be provided during transition-in (see Task 1). The contractor shall maintain and update this one provided instance of the test data for future use; the Government will not provide any other instances of test data.

**C.5.3.9.2.3** The contractor shall conduct tests related to non-functional requirements (e.g., load, performance, and installation testing).

**C.5.3.9.2.4** The contractor shall correct software defects throughout the software development process identified through testing (including unit, system, functional, security, performance, and load testing) procedures.

**C.5.3.9.2.5** The contractor shall include the RCAS TPOC as part of the iteration tests/demonstrations as required.

**C.5.3.9.2.6** The contractor shall document systems and application performance and load data as part of testing process (see Section F, Deliverable #35). This data shall be made available upon Government request.

**C.5.3.9.2.7** Test scripts, utilities, execution, and results shall be historically maintained under configuration control for comparison and analysis and delivered to the Government upon

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request.

**C.5.3.10 SUBTASK 10 – GOVERNMENT SECURE TEST ENVIRONMENT (STE)**

**C.5.3.10.1** Upon delivery of source codes, build materials and related artifacts by the contractor to the STE, source code evaluation and scanning, installation instructions, and testing (functional, security, load, performance, etc.) will be conducted within the STE, which will be hosted by the contractor within the Contractor Environment (Task 5, C5.5). The STE will leverage an existing test environment that is utilized by the contractor in support of the standard release delivery lifecycle. The contractor shall be available to address any issues encountered during installation of test media, test execution, or resolve any problems with the applications as requested.

**C.5.3.10.2** The contractor shall provide media (see Section F, Deliverable #36) for all source code, installation kits, software, documentation (including those related to architecture, test design and test results, and installation procedures) and build procedures/scripts in a secure manner at the end of each update or as requested by the Government.

**C.5.3.10.3** The contractor shall document in the SDP third-party products used to develop, operate, and construct the software applications.

**C.5.3.11 SUBTASK 11 – SOFTWARE DEPLOYMENT MANAGEMENT**

**C.5.3.11.1** The contractor shall assist the Government in developing a software deployment roadmap that encompasses the individual detailed project plans.

**C.5.3.11.2** The software detailed project plans shall include the following content:

- a. Software Version Description Document that includes the content of each updated and any known limitations.
- b. Unique identifiers for each update.
- c. Installation instructions and update media.

**C.5.3.11.3** The contractor shall assist the Government in developing an integrated software deployment management solution that ensures simplicity in update installation and system use and reduces the implementation burden on units in the field.

**C.5.3.11.4** The contractor shall assist the Government in identifying and implementing a System Lifecycle methodology that provides identification, development, design, testing, training, and implementation of all established requirements.

**C.5.3.11.5** The contractor shall ensure their software deployment management practices and processes are complementary to Government practices and processes.

**C.5.3.12 SUBTASK 12 – INFORMATION ASSURANCE (IA)**

**C.5.3.12.1 IA SECURITY ENGINEERING**

**C.5.3.12.1.1** The contractor shall provide security engineering support in accordance with all DOD and agency-specific security initiatives.

**C.5.3.12.1.2** The contractor shall be responsible for identifying and recommending IA security requirements during the entire lifecycle for all systems under this TO.

**C.5.3.12.1.3** The contractor shall evaluate and provide innovative recommendations for implementation of IA practices and tools to ensure the latest security practices are being employed (in accordance with (IAW) extant Army standards).

**C.5.3.12.1.4** The contractor shall monitor, and evaluate IA-related list services such as Information Assurance Support Environment (IASE) and Army Computer Emergency Response Team (ACERT) portal to ensure the most current information is being utilized to maintain a secure baseline.

**C.5.3.12.1.5** The contractor shall accommodate changing information security requirements and emerging technologies by proposing, updating, and revising existing architecture designs to incorporate and address evolving requirements.

**C.5.3.12.1.6** The contractor shall provide and maintain a configuration settings document (see Section F, Deliverable #37) that describes how each IA finding is resolved or mitigated.

**C.5.3.12.1.7** The contractor shall acquire COTS and GOTS components for security functions (excluding cryptographic modules) in accordance with policies and guidance contained in the DOD IT Standards and Profile Registry (DISR), <https://disronline.csd.disa.mil/> (requires Common Access Card (CAC) for access).

**C.5.3.12.1.8** The contractor shall conduct scans and vulnerability assessments and implement fixes for all vulnerabilities identified. The contractor shall deliver vulnerability assessment documented analysis reports (see Section F, Deliverable #38) at least quarterly or upon the release of updated or new Security Technical Implementation Guide (STIG) and Security Readiness Reviews (SRRs) applicability.

**C.5.3.12.1.9** The contractor shall support the implementation of all CAC and Public Key Infrastructure (PKI) initiatives.

**C.5.3.12.1.10** The contractor shall specifically address IA considerations with every system change recommendation.

#### **C.5.3.12.2 SECURITY MANAGEMENT**

**C.5.3.12.2.1** The contractor shall establish a security program in accordance with Army regulation (AR) 25-2 ([http://www.apd.army.mil/pdf/files/r25\\_2.pdf](http://www.apd.army.mil/pdf/files/r25_2.pdf)), DODD 8500.1 (<http://www.dtic.mil/whs/directives/corres/pdf/850001p.pdf>), DODI 8500.2 (<http://www.cac.mil/docs/DoDD-8500.2.pdf>). The contractor shall also ensure that security is integrated and enforced in all phases of the software development process.

**C.5.3.12.2.2** The contractor shall support Army Certification and Accreditation (C&A) activities that include DIACAP or Defense Information Assurance Risk Management Framework (DIARMF) activities.

**C.5.3.12.2.3** The contractor shall maintain a Continuity of Operations Plan (COOP) (see Section F, Deliverable #39) for the development environment and the production and the technical infrastructure of RCAS USARC activities at Fort Bragg and any other CONUS location designated.

**C.5.3.12.2.4** The contractor shall ensure that the USARC RCAS operational environment located at Fort Bragg, NC maintains a high state of IA compliance by monitoring and applying all applicable Defense Information Systems Agency STIGs and security-related patches approved for implementation within Government-established suspense dates.

**C.5.3.12.2.5** The contractor shall conduct annual audits in accordance with DOD 8500.2 and AR 25-2 for RCAS IA controls that will audit at least 33% of all applicable controls at the USARC site. The contractor shall provide an annual review report of the audit. The contractor shall ensure that at the end of a three year period, 100% of all IA controls are evaluated.

**C.5.3.12.2.6** The contractor shall maintain adherence to all applicable DOD and Army policies, regulations, and guidelines relating to IA.

#### **C.5.3.12.3 IA SECURITY RISK REMEDIATION AND MITIGATION**

**C.5.3.12.3.1** The contractor shall develop an IA strategy (see Section F, Deliverable #40) that describes concisely how a program's IA features comply with applicable Federal, DOD, and the National Guard standards, regulations, and requirements. The IA strategy shall briefly describe the system, the program's risk assessment in the face of cyber and physical threats, the acquisition strategy, and the certification and accreditation approach. The Government anticipates that the IA strategy should evolve as a program matures.

**C.5.3.12.3.2** The contractor shall provide input to the Government in support of required Plans of Action and Milestone (POA&M) submissions, identifying risks in support of the Government's remediation and mitigation plan of action throughout the POA&M process.

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**C.5.3.12.3.3** The contractor shall perform audits of production assets to maintain and ensure compliance. The contractor shall provide guidance and recommendations on implementation of new or updated STIGs and SRRs.

**C.5.3.12.3.4** The contractor shall comply with all applicable Information Assurance Vulnerability Management (IAVM) policies and tools prescribed by DOD and Army policy.

**C.5.3.12.3.5** The contractor shall assist the Government in submitting and correcting the Certificate of Noteworthiness (CoN) (AR 25-1) application (see Section F, Deliverable #41) required by Network Command (NETCOM) for the applications, systems, networks, and/or information systems. The contractor shall follow CoN instructions put forth by NETCOM for this requirement.

**C.5.3.12.3.6** The contractor shall perform automated scans and manual checks as applicable on the USARC RCAS servers.

### **C.5.3.13 SUBTASK 13 – REQUIREMENTS MANAGEMENT**

**C.5.3.13.1** The contractor shall provide requirements management support including documenting, sequencing, and traceability of functional requirements (see Section F, Deliverable #42).

**C.5.3.13.2** The contractor shall deliver and maintain a requirements management process acceptable to the Government to manage and account for changes in the systems requirements.

**C.5.3.13.3** The contractor shall update documentation such as Context Diagrams, Use Case Models, and associated design documentation for new requirements and iterations of an application system. The contractor shall assess and document the impact of new functional requirements on the existing design baseline. The contractor shall ensure that any changes to the application design are in conformance with the Human Factors Engineering of Computer Workstations ANSI/HFS 100-2007 (<http://www.hfes.org/Publications/ProductDetail.aspx?ProductID=69>).

**C.5.3.13.4** The contractor shall complete Engineering Change Proposal (ECP) analyses in accordance with the methodologies and timelines contained within the SDP. The Government expects these analyses to be timely and thorough and have no impact on other software-related activities.

### **C.5.3.14 SUBTASK 14 – ASSET MANAGEMENT**

**C.5.3.14.1** The contractor shall utilize processes and methodologies to safeguard and maintain full visibility and accountability of all Government equipment and tools, deployed hardware, software, IT assets, and COTS software license and warranty management information placed under the contractor's control.



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**C.5.3.14.2** The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

**C.5.3.14.3** The contractor shall assist the Government with obtaining National Stock Numbers (NSNs) for equipment and properly transfer accountability of the equipment (<https://acc.dau.ml/CommunityBrowser.aspx>).

**C.5.3.14.4** The contractor shall utilize the standard Army Asset Management System, Property Book Unit Supply – Enhanced (PBUS-E). Individuals assigned the task of entering data into PBUS-E shall access military networks and therefore require elevated privileges.

**C.5.3.14.5** The contractor shall perform inter and intra-site equipment relocations.

**C.5.3.14.6** The contractor shall deliver a yearly inventory of all GFE in the control of the contractor (see Section F, Deliverable #43).

### **C.5.3.15 SUBTASK 15 – ENTERPRISE TRAINING AND DOCUMENTATION**

**C.5.3.15.1** The contractor shall deliver enterprise training to include sustainment of current and new training initiatives (see Section F, Deliverables #44, 45, 46, and 47). The contractor shall maintain all applicable documentation, including delivery methods, user documentation, and current training materials.

**C.5.3.15.2** The contractor shall develop and maintain to current, new equipment training (NET) materials and other associated instructional support materials (see Section F, Deliverable #48) leveraging Distance Learning (DL) methodologies to include Distributed Learning (dL) courseware.

**C.5.3.15.3** The contractor shall develop, sustain, and update the PD's library of DL products (see Section F, Deliverable #49) provided as GFI to ensure all RCAS training is applicable to the current production environment.

**C.5.3.15.4** The Contractor shall ensure quality production of Interactive Multimedia Instruction (IMI), in accordance with U.S. Army Training and Doctrine Command (TRADOC) Regulation 350-70-2 (<http://www.tradoc.army.mil/tpubs/index.htm>), for the specified PD RCAS courses and corresponding tasks.

**C.5.3.15.5** The contractor shall develop and maintain DL courseware IAW TRADOC IMI standards (see Section F, Deliverable #50) that is doctrinally correct and uses performance-based learning techniques with appropriate levels of interactivity and practical exercises to inform attendees. The courseware will be hosted on the Army Learning Management System (ALMS) and the National Guards' Guard University (GuardU).

**C.5.3.15.6** The contractor shall coordinate testing of the final courseware modules – to include Sharable Content Object Reference Model (SCORM) conformance, ALMS and GuardU

playability, and Blackboard playability—with responsible government organizations, in coordination with the FEDSIM COR and TPOC.

**C.5.3.15.7** The contractor shall deliver and maintain user access to appropriate training equipment, materials, and documentation in a cost-effective manner that provides for rapid availability within ten days of acceptance by the Government of all software releases.

#### **C.5.4 TASK 4 – RCAS SUPPORT (FFP)**

The contractor shall perform systems engineer (SE) functions (see Section F, Deliverables #51 and 52) to include field support, Enterprise Service Desk, system and data-based administration and Tier 2 Voice over Internet Protocol (VoIP) Help Desk Support at USARC, training server management, USARC COOP support, special project support, and trainers. All personnel assigned to these tasks require access to military networks and elevated privileges. As a result, all personnel assigned to these tasks must meet the requirements in C.5.3.12.2, Security Management. Specific tasks and responsibilities are described below.

##### **C.5.4.1 SUBTASK 1 – ENTERPRISE SERVICE DESK**

**C.5.4.1.1** The contractor shall provide a tiered (not including Tier 1) Enterprise Service Desk that shall include telephonic and on-site (as required) / live system engineering support. This support responds to end-user requests and shall be integrated with the existing ARNG Remedy Action Request system (ARS) (currently version 7.1 and Information Technology Service Management (ITSM) version 5.6), USAR CA Unicenter (currently version R12.5), and Tier 1 service desk operations and processes. The contractor shall identify customer problems and implement repeatable, best-practice solutions across the enterprise.

**C.5.4.1.2** The contractor shall monitor the problem resolution process from initial contact to post-resolution end-user feedback. The contractor shall provide *live* coverage from 0700 to 1700 Eastern Time (ET), excluding weekends and federal holidays. The contractor shall be responsible for providing support for the following functions:

- RCAS-developed GOTS
- RCAS Web
- Database
- Supporting COTS (e.g., Server 2008, IIS, Oracle, VM)
- External Interface
- Sustaining Engineer Request
- Media Request
- Other support functions specifically in-scope of this TO

**C.5.4.1.3** The contractor shall perform root cause analysis for Tier 2 and Tier 3 trouble tickets as necessary. The contractor shall create and maintain updated on-line information about known root causes and their symptoms (see Section F, Deliverables #53 and 54).

#### **C.5.4.2 SUBTASK 2 – FIELD SUPPORT**

**C.5.4.2.1** The contractor shall provide subject matter expertise to address technical issues that cannot be resolved at lower tiers of the Enterprise Service Desk. This support shall include remote and on-site system engineering support for RCAS applications, fielded COTS, and hardware issues. The Government anticipates significant CONUS travel associated with this sub-task (see Section J, Attachment X, Field Support Travel History).

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Effectively communicate issues and resolutions to all levels of the organization.
- d. Interact with internal and external customers.
- e. Provide technical support and advice to ensure program/project objectives are met.
- f. Produce innovative solutions for a variety of complex problems.
- g. Assist in formulating requirements; advise on alternatives and on the implications of a newly revised system.
- h. Identify omissions and errors in requirements and recommends optimum approaches.
- i. Provide technical assistance to the sustaining engineers (SE) staff.

**C.5.4.2.2** The contractor shall provide support to the Government's strategic communications by providing technical information and demonstrations regarding application initiatives and technical updates as needed. The contractor shall also provide input for inclusion to the PD RCAS newsletter and support customer conferences and workshops as required.

#### **C.5.4.3 SUBTASK 3 – USARC OPERATIONS**

The contractor shall provide server and database support to the RCAS enclave. The Contractor shall adhere to the DA Pamphlet 25-1-1, Service Level Agreement (SLA) between the USARC G6 and PD RCAS for hosting RCAS production and training environments on the USARC Unified Computing System. Contractor support shall be provided from 0700 to 1700 ET, excluding weekends and federal holidays.

**C.5.4.3.1** The contractor shall provide system administrations capabilities for operations and maintenance of the RCAS production servers, staging servers, COOP servers, and training servers located at Fort Bragg, NC. This support includes configuring all new implementations and developing processes and procedures for ongoing management of the RCAS server environment and related components to achieve consistent and reliable performance of the various RCAS applications. This support shall ensure the availability and reliability of the RCAS suite of applications and, where applicable, coordinate with the database administrator (DBA) to ensure the integrity of the RCAS databases.

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The Contractor shall:

- a. Install applications and configure the operating system within the UCS environment.
- b. Ensure all servers are IAVA and STIG compliant. Install/update all O/S patches as required.
- c. Perform security checklists on operating systems and system backups for each server.
- d. Perform daily server operations and maintenance.
  1. Perform server troubleshooting.
  2. Monitor system logs, security logs, and application logs.
  3. Perform detailed monitoring and tuning.
  4. Provide file transfer, archiving, data backup and restoration.
- e. Provide server and application operation and maintenance support for functional staff specific applications.
- f. Perform daily training server operations: maintain and administer student accounts,
- g. Develop processes and procedures.
- h. Keep servers up to date with the most current fielded application baseline.

**C.5.4.3.2** The contractor shall provide database administration including the design, implementation, maintenance, and repair of the USARC environment. This includes the development and design of database strategies, monitoring and improving database performance and capacity, and planning for future expansion requirements. DBA support shall also involve planning, coordinating, and implementing security measures to safeguard the database.

The contractor shall:

- a. Install and upgrade the Oracle server and application tools.
- b. Allocate system storage and planning for future storage requirements for the database system.
- c. Create primary database storage structures (table spaces) (see Section F, Deliverable #55) after application developers have designed an application.
- d. Create primary objects (tables, views, indexes) (see Section F, Deliverable #56) once application developers have designed an application.
- e. Modify the database structure, as necessary, from information given by application developers.
- f. Enroll users and maintain system security.
- g. Ensure compliance with Oracle license agreement.
- h. Control and monitor user access to the database.
- i. Monitor and optimize the performance of the database.
- j. Plan for backup and recovery of database information.
- k. Backup and restore the database.
- l. Coordinate with Oracle Corporation for technical support.

**C.5.4.3.3 (Optional)** The contractor shall provide Tier 2 Help Desk support for the USAR ITII&R VoIP. The USAR voice services solution toolset currently consist of Cisco Unified Communications Manager (CUCM) and Cisco Communications Manager Express (CME), version 8.x.

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At the start of the task order, PD RCAS anticipates a total of 84 sites (79 CME and 5 CUCM) with approximately 7740 users (4740 CME and 3000 CUCM) will require support.

The contractor shall support trouble tickets escalated by the USARC G2/G6 Tier 1 support provider Verizon Business Technical Assistance Center (VB TAC) (see Section F, Deliverable #54). Contractor support shall be on-site and shall be live coverage from 0700 to 1700 ET, Monday through Friday. Weekend support for drills may be required if USARC is concerned about a high risk of service interruption.

The contractor shall:

- a. Make moves, adds, and changes to router and voice mail configurations.
- b. Troubleshoot and maintain IP Telephony/Unity.
- c. Troubleshoot Layer 2 telephony transports (ISDN PRI, TI, DS-3, etc.).
- d. Provide CUCM 8.x support.
- e. Provide analog configurations and troubleshooting support.

The contractor shall develop a CUCM and CME user's manual and training material for distribution and use by USAR G6 support staff and site facility management (see Section F, Deliverable #57).

### **C.5.4.4 SUBTASK 4 – USARC COOP SUPPORT**

The contractor shall deliver subject matter expertise to support the Fort Bragg site in the event that COOP is implemented and services are moved to the backup location. Contractor support shall involve assisting in the performance of the responsibilities of the Fort Bragg site personnel to include System Administrator (SA)/DBA responsibilities. The contractor shall ensure that COOP servers are maintained at the proper RCAS update level and that all IA controls are in place. The contractor shall ensure specific duties/responsibilities and alternate work locations are outlined in the USARC SOP, MOA and RCAS COOP documentation.

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Apply all applicable software patches/upgrades in accordance with IA process.
- d. Coordinate and install RCAS releases in coordination with Fort Bragg outage schedules.
- e. Troubleshoot end-user issues/trouble tickets as applicable.
- f. Effectively communicate issues and resolutions to all levels of the organization.
- g. Interact with internal and external customers.
- h. Ensure that all applicable IEs are updated to point to servers in event COOP is activated.
- i. Participate in COOP-related training and exercises.
- j. Produce innovative solutions for a variety of complex problems.
- k. Assist in formulating requirements; advise on alternatives and on the implications of a newly revised system.

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- l. Identify omissions and errors in requirements and recommends best practices.
- m. Plan work schedules and perform customer support activities involving software design, developments, testing, and program management.

### **C.5.4.5 SUBTASK 5 – TRAINING SERVER ENCLAVE**

The contractor shall deliver subject matter expertise for the operational support and maintenance of the RCAS Training Servers to include system security, systems monitoring, troubleshooting, repair, performance evaluation, applying RCAS updates and patches, and creating student accounts for soldiers attending RCAS functional training. The training environment located at Fort Bragg consists of Level 1 and Level 2 web and database servers that support all RCAS training for the Guard and Reserve.

The contractor shall:

- a. Perform backups
- b. Test backups
- c. Perform service availability monitoring
- d. Perform event log monitoring
- e. Perform drive space monitoring
- f. Perform log file maintenance
- g. Perform patch level monitoring and management
- h. Develop and maintain documentation
- i. Manage IA and Security

### **C.5.4.6 SUBTASK 6 – SPECIAL PROJECT SUPPORT**

The contractor shall deliver subject matter expertise to support special projects as required. Historically, support has been in relation to technical initiatives as identified by the RCAS program. The contractor shall provide technical and functional support in relation to the fielding of new COTS and hardware to the field. Historically, responsibilities associated with this sub-task have included documentation review/redlines, troubleshooting software/hardware issues while onsite, training end-users on use of new software/hardware, installing new hardware, and migration of servers across domains. Historically, special projects have been in support of the Active Component, Guard, and Reserve.

The contractor shall:

- a. Evaluate software application issues on site and in the field.
- b. Conduct analyses on technical issues and provide engineering support for architecture issues as they pertain to the development of software applications and hardware implementations.
- c. Travel as required to customer sites to install new software/hardware.
- d. Provide training to end-users on use of new software/hardware.
- e. Effectively communicate issues and resolutions to all levels of the organization.
- f. Interact with internal and external customers.
- g. Monitor activities and schedules.

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- h. Produce innovative solutions for a variety of complex problems.
- i. Assist in formulating requirements; advise on alternatives and on the implications of a newly revised system.
- j. Identify omissions and errors in requirements and recommends optimum approaches.
- k. Assist in the development and testing of systems design for approved technical initiative projects.
- l. Plan work schedules and perform customer support activities involving software design, developments, testing, and program management.
- m. Review documentation and provide documentation of errors/anomalies (redlines as applicable).

### **C.5.4.7 SUBTASK 7 – CONDUCT TRAINING**

The contractor shall provide a high-quality, reliable approach to end user training. The contractor shall conduct classes IAW all applicable TRADOC standards. The contractor shall conduct classes on all RCAS applications at a variety of sites to include the Professional Education Center (PEC), Little Rock, AR, the Army Reserve Readiness Training Center (ARRTC), Fort Knox, KY, and other sites for units within the Reserve Component (RC). The classes depicted in the chart below shall be offered on a yearly basis.

Trips	Classes (Can run concurrently)	Locations (Government Provided)	Curriculum
2	2-4	PEC	All RCAS application
2	2-4	ARRTC	All RCAS application
2	4	West Coast	All RCAS application
2	4	East Coast	All RCAS application

Note: Currently, class size averages 12-20 students per class.

### **C.5.5 TASK 5 – CONTRACTOR ENVIRONMENT (FFP)**

#### **C.5.5.1 SUBTASK 1 – ESTABLISH DEVELOPMENT AND INTEGRATION ENVIRONMENT**

**C.5.5.1.1** The contractor shall provide a development and integration environment. The contractor shall submit a detailed plan (see Section F, Deliverable #58) and associated costs for establishing an isolated software development and test environment that includes, but is not limited to, hardware, software, automated tools, licenses, maintenance, and life cycle

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management. Current hardware performance and storage characteristics of the development and test environment are identified in Section J, Attachment Y.

**C.5.5.1.2** The software development and integration environment shall be logically isolated from other networks, to include corporate enterprise and other unclassified networks. Software deliveries shall consist not only of the software update and associated installation materials, but also all related source and installation build instructions and utilities sufficient to reconstruct the installation media, test installation, and perform testing.

**C.5.5.1.2.1** All development shall be performed at the contractor's isolated development environment. The contractor's development environment shall conform to the following guidelines:

- a. The development environment shall be logically isolated from other networks, to include corporate enterprise and other unclassified networks.
- b. Security Program guidelines for the environment shall be prepared and delivered to the Government for review and approval before developing any software.
- c. The Security Program implemented shall use the security controls described in National Institute of Standards and Technology (NIST) Special Publication 800-53 (dated August 2009, or latest revision), *Recommended Security Controls for Federal Information Systems and Organizations as a guide*.
- d. The development environment shall be isolated and protected via Government approved firewall technology from the contractor's corporate (and other) network, and when accessed remotely, meet the Army standards for remote access.
- e. The secure IDE referenced in section C.5.3.4.1 that includes a real-time, collaborative environment that enables access to the contractor's (or an associated sub-contractor's) software development environment shall meet the Army Password Standards, version 2.5, dated 1 May 2008.

### **C.5.5.1.3 FIREWALL PROTECTION**

The contractor shall ensure the development environment is isolated and protected via Government-approved firewall technology from the contractor's corporate (and other) networks and, if accessed remotely, using an encrypted Virtual Private Network (VPN) from Government compliant dedicated workstations.

### **C.5.5.1.4 ACCESS TO LOGS**

Firewall access logs are required to permit the Government to monitor and analyze cyber threats and risks, especially in the advent of a cyber event. The contractor shall provide authorized Government stakeholders on-demand access to firewall access logs.



**C.5.5.1.5 SELF-CONTAINED**

The contractor shall ensure the environment contains all developmental products and services necessary to conduct development activities within the isolated environment, including source code library management, program management, team collaboration, testing, and development tools and applications; no publication of RCAS intellectual property shall be exposed beyond the isolated network, other than those networks directed by the PD RCAS. Configuration management and monitoring/auditing controls and procedures shall be instituted to ensure that RCAS intellectual property is not exposed beyond the isolated network. The Contractor shall maintain virtual images of current and future software baselines within its development environment.

**C.5.5.2 SUBTASK 2 – OFFICE AUTOMATION**

The contractor's office automation software must be compatible with the current version of the Army Gold Master suite of software.

**C.5.5.3 SUBTASK 3 –ASSET MANAGEMENT**

The contractor shall have the capability of receiving, staging, configuring, storing, and shipping equipment to primarily support MILCON and DLP operations. Volume is directly impacted by operational tempo, what is being fielded, and available funding. The preponderance of the RCAS-core fielded equipment is direct shipped from the vendor to unit/customer locations.

The contractor shall comply with all local, state, and Federal codes, regulations, and laws concerning workplace safety and well-being of warehouse personnel. Refer to [www.osha.gov](http://www.osha.gov) for additional information and regulatory guidance.

The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

The contractor shall utilize the standard Army Asset Management System, Property Book Unit Supply – Enhanced (PBUS-E). Individuals assigned the task of entering data into PBUS-E shall access military networks and therefore require elevated privileges.

**C.5.6 TASK 6 – HARDWARE AND SOFTWARE PRODUCTS (FFP)**

The contractor, in coordination with, and with approval from, the FEDSIM COR and TPOC, shall procure hardware and software products to support elements of the ARNG and USAR in the field.

Procurement shall incorporate methods for economically delivering COTS products to the Government. The contractor shall provide for economies of scale and ensure chosen technologies and products perform to the current and anticipated technological environments.

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The contractor shall provide the Government with purchase requests (see Section F, Deliverable #59) for all required procurement actions. These requests must include the total cost of the procurement action to include, but not be limited to, the direct unit cost and extended cost for each material item, as well as any indirect costs, including profit, but primarily labor associated with such activities as market research, pricing analysis, contracting, shipping and handling, and asset management associated with this purchase.

### **C.5.6.1 SUBTASK 1 – PURCHASING**

All purchases shall be consistent with DOD and Army Acquisition Policies (e.g., the use of the Army Computer Hardware Enterprise and Software Solutions (CHESS) contract vehicles as the primary source for purchases).

### **C.5.6.2 SUBTASK 2 – PRODUCT ASSEMBLY AND SHIPMENT**

The preponderance of procurement actions will involve direct shipping from the vendor/original equipment manufacturer (OEM) to the specific ARNG or UASR destination. However, consistent with the consent to purchase guidelines (see Section H.24), the Contractor may be required to pre-assemble/assemble, integrate, prepare for shipment, and ship product components to designated locations.

### **C.5.6.3 SUBTASK 3 – PRODUCT INSTALLATION**

The contractor shall provide processes and methodologies necessary to systematically deliver, install and account for equipment to fully equip or retrofit sites designated by the Government. Installation may involve fabrication of mounts, brackets, and installation kits. The contractor shall provide recommendations to the Facilities Maintenance Officer (FMO) regarding electrical power, space, and lighting requirements, as well as other architectural, logistical, and facility planning considerations. The contractor shall provide information technology (IT) support to operational sites (such as incident command centers) for items (e.g., monitors, data lines, and video teleconferencing (VTC) capability). The contractor shall coordinate the installation of equipment and all other contractor services, to include site surveys, necessary to complete the installation for each of the designated sites.

## **C.5.7 TASK 7 – IT INFRASTRUCTURE INTEGRATION AND REFRESH (ITII&R)**

### **C.5.7.1 SUBTASK 1 – PLANNING AND DESIGN (P&D) (CPAF)**

The appropriate military organization (e.g., USARC G2/G6) is responsible for providing the necessary GFI in order to design and subsequently install an IT solution at identified locations. The requirements provided by the GFI will allow the contractor to classify the IT project size (i.e., small, medium, or large). A small project is defined to be a site where the IT implementation funding estimate specified in the GFI is no more than \$150,000. A medium project is a site where the IT implementation funding estimate specified in the GFI is between

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\$150,000 and \$250,000. A large project is a site where the IT implementation funding estimate specified in the GFI is greater than \$250,000. The contractor should anticipate an average of 30 projects per annum.

Upon contractor arrival at the installation site, the PBO (or Government designee per the DA For 1687) and contractor representative will perform a joint inventory of the equipment and sign the DD Form 250 (see Section F, Deliverable #61) and if necessary, the DD 1149.

**C.5.7.1.1** The IT funding estimate is based on factors such as unit/soldier counts and IT service ports. The contractor shall provide cost estimates including labor, travel, and Lists of Materials (LOM) to support each site's data and voice requirements along with its associated network connectivity diagram.

**C.5.7.1.2** The contractor shall staff this effort to allow multiple site designs to be developed simultaneously in accordance with the list of sites provided by the Government. The Planning and Design (P&D) subtask is limited to the engineering design that includes a site-specific cost estimate for each site. Implementation of the data and voice solution for each site that will be implemented under this estimate will be performed as separate tasks proposed at a later date. Examples of the design and LOM for each sized effort are located in Section J, Attachment AO.

The following is a list of minimum tasks the contractor shall perform in order to produce an IT network design:

- a. Assist the Government in gathering and posting site-specific GFI data.
- b. Review and analyze supporting documents posted on websites.
- c. Work to complete the design based upon assumptions and historical data in lieu of any missing GFI data.
- d. Accomplish site-specific equipment sizing using the GFI for the data network and, if required, voice network.
- e. Develop site-specific equipment LOMs (see Section F, Deliverable #60) to field the local area data network and, if required, voice network to implement the engineering design requirements.
- f. Develop site-specific labor cost estimates to configure, test, ship, and install the hardware to implement the engineering design requirements.
- g. Populate the Site Cost Estimate Worksheet and finalize all summary cost data.
- h. Document the LOM within the Site Cost Estimate Worksheet and include network connectivity diagrams upon completion of each site's initial engineering design review process.

### **C.5.7.2 SUBTASK 2 – NETWORK INSTALLATION (FFP)**

The contractor shall purchase the necessary equipment and tools, configure/test the equipment, ship the equipment to the project location, and conduct the network installation previously designed under Task 7, Subtask 1 of this order. All personnel assigned to this task require access to military networks and elevated privileges.

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**C.5.7.2.1** The contractor shall ship equipment/tools to a specific site Property Book Officer (PBO) as identified on the Department of the Army (DA) Form 1687. The site PBO will be identified prior to any shipment of equipment. The PBO will safeguard the equipment/tools at the site until the contractor's Installation Team arrives. Upon contractor arrival at the installation site, the PBO (or Government designee per the DA Form 1687) and contractor representative will perform a joint inventory of the equipment and sign the DD Form 250 (see Section F, Deliverable #61).

**C.5.7.2.2** The Contractor shall be responsible for the on-site IT network installation and conduct the necessary testing to confirm operability; operability will be confirmed by an assigned (local) Government technical representative.

**C.5.7.2.3** The Contractor shall complete the following checklists (after installation is complete and ready for site network turnover):

- a. Walk-Through Checklist (Section F, Deliverable #63)
- b. Post-Installation Checklist (Section F, Deliverable #64)
- c. Customer Satisfaction Questionnaire (Section F, Deliverable #62)
- d. Test Procedure Checklist (Section F, Deliverable #65)
- e. The contractor's delivery of "As Built Network Drawings" to Government Configuration Management (CM) (Section F, Deliverable #66)

**C.5.7.2.4** The contractor shall conduct weekly meetings with the RCAS PD in order to communicate project status and identify issues.

**C.5.7.2.5** The contractor shall prepare and submit Site Status reports (Section J, Attachment AM) (see Section F, Deliverable #67).

**C.5.7.2.6** The contractor shall attend regularly scheduled project coordination and status meetings in person with the staff of the military organization (e.g., USARC G2/G6 and the Assistant Chief of Staff for Installation Management (ACSIM) organizations). These meetings are currently scheduled quarterly. The contractor shall prepare and deliver meeting minutes (see Section F, Deliverable #68) to record the results of these meetings.

**C.5.7.2.7** The contractor shall attend quarterly Engineering Program Reviews (EPR) conferences. These conferences are currently sponsored by the U.S. Army Corps of Engineers, but may include other organizations in the future. The status of all aspects of a site's construction is reviewed to include IT implementation activities applicable to this TO. The quarterly project coordination and status meeting is frequently held during the EPR since representatives from the Government are in attendance.

**C.5.8 TASK 8 – DISTRIBUTED LEARNING PROGRAM (DLP) CORE SUSTAINMENT (FFP)**

This task requires daily usage of the ARNG Remedy ARS to open, track, update, and close field support tickets and provide remote VTC and telephonic real-time functional troubleshooting.

**C.5.8.1 SUBTASK 1 – HELP DESK**

The contractor shall provide Enterprise Service Desk support. The contractor shall integrate its support with existing ARNG service desk operations and processes. The contractor shall identify customer problems and solutions and maintain corrective procedures that are repeatable across the enterprise.

**C.5.8.1.1** The contractor shall review, modify, and develop standards and procedures for the problem resolution process (see Section F, Deliverable #69); this includes focusing on customer call reduction and the use of root cause analysis. The contractor shall perform Tier 2 field support for the DLP.

**C.5.8.1.2** The contractor shall monitor the problem resolution processes. The contractor shall measure performance and analyze data to isolate and solve computing, security, and networking problems.

**C.5.8.1.3** The contractor shall include help-desk root cause analysis and help desk statistics (i.e., trouble tickets opened, in process, and resolved; metrics regarding response time to trouble ticket resolution) in the contractor's monthly status reports (see Section F, Deliverable #54).

**C.5.8.2 SUBTASK 2 - SUSTAINING ENGINEERING**

The Contractor shall be responsible for providing Sustaining Engineering subject matter expertise support to activities that include leveraging 132.xx network access to perform Tier 3 field support and resolution of escalated DLP operational classroom issues (workstation, audio video and video teleconferencing), identification of product end-of-life and support candidates, evaluation of submitted deviations and waivers. The Contractor shall maintain the Classroom Baseline and Hardware Matrices (see section F, deliverable #70).

**C.5.8.2.1** The Contractor shall conduct engineering studies (see section F, deliverable #71) and analysis to support DL classrooms/capabilities, engineering analysis to support IPV6 conversion, analysis of IA and accreditation support activities, and analysis of support for future DLP software images based on AGM updates. The Contractor shall be prepared to support classroom improvements or modernization including the list of deliverables below:

- a. Classroom Refresh Plan; see section F, deliverable #72
- b. Classroom Installation Fielding Requirements Engineering Document (FRED); see section F, deliverable #73
- c. DLP Integration Manual; see section F, deliverable #74
- d. DLP Installation Manual; see section F, deliverable #75

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The contractor shall sustain functionality of the complete family of in-service hardware and software products, and shall ensure that security and product updates, quality releases, patches, fixes, and service packs are installed in accordance with the manufacturer's recommendations.

### **C.5.8.3 SUBTASK 3 - EQUIPMENT MAINTENANCE**

The contractor shall provide DLP equipment maintenance support to include leveraging 132.xx (GuardNet) network access to perform Tier 4 field support, resolve escalated DLP break-fix tickets for DLP classroom components using a planned resources and spares inventory, to ensure that the failure of critical classroom components (e.g., Crestron AV controller, touch panel, Tandberg CODEC, matrix switcher) does not render the classrooms unusable or unavailable/offline.

**C.5.8.3.1** The contractor shall provide support for other activities performed in support of this equipment maintenance to include ensuring repair of failed components, shipping replacement components (i.e., generating DD Form 1149), issuing/monitoring equipment manufacturer Return Material Authorizations (RMAs), procuring spares/maintenance equipment in support of field failures, establishing and tracking of equipment warranties, performing periodic equipment inventories, and providing equipment failure trend monitoring and analysis.

### **C.5.8.4 SUBTASK 4 – ENTERPRISE SUPPORT**

The contractor shall provide support for enterprise activities of quality assurance and metrics, risk management and lessons learned programs/data repositories, programmatic configuration management, programmatic asset management, facilities management, lab management, test and evaluation management, enterprise customer relationship management, liaison activities, and portal management.

The contractor shall store, track the shipment and receipt of, and dispose of Government property in accordance with FAR Part 45 (Government Property).

The contractor shall utilize the standard Army Asset Management System, Property Book Unit Supply – Enhanced (PBUS-E). Individuals assigned the task of entering data into PBUS-E shall access military networks and therefore require elevated privileges.

**C.5.8.4.1** The contractor shall ensure COTS software and hardware is fully compatible with DOD's Shareable Content Object Reference Model (SCORM). The systems architecture includes all software, telecommunications, satellite, audio, video, multimedia, networking, server, and desktop hardware.

## **C.5.9 TASK 9 – IMS CORE SUSTAINMENT (CPAF)**

### **C.5.9.1 SUBTASK 1 – PLANNING AND IMPLEMENTATION OF SOFTWARE**

Section C.5.3.1 applies to this subtask.

### **C.5.9.2 SUBTASK 2 – ESTABLISH DEVELOPMENT ENVIRONMENT**

Section C.5.5 applies to this subtask.

### **C.5.9.3 SUBTASK 3 – SUSTAINMENT SUPPORT**

**C.5.9.3.1** The contractor shall gain an in-depth understanding of the overall system architecture, data flow, and system design and functionality requirements to include system of system interfaces. The contractor shall sustain system baselines and provide system engineering and maintenance in support of the ARNG enterprise applications. The contractor shall make sure all baseline changes are accurately captured and reported to the system of record. Examples of baseline changes include work products involving hardware, software, database, information exchange, security, and documentation. The contractor shall sustain functionality of the complete family of hardware and software products, ensuring timely security and product updates and quality releases are managed efficiently and effectively.

**C.5.9.3.2** The contractor shall provide an interactive, user-driven development methodology characterized by short duration development cycles that produce demonstrable “interim deliveries” of software which may or may not be fielded to the operational community. The time required to create delivery iteration is dependent on planning, complexity of features, or other influences. Iterations may also be based on a fixed time cycle, with variances in the amount of features developed. The contractor is expected to use continuous integration best practices in developing software solutions.

**C.5.9.3.3** The contractor shall perform all the associated activities required to develop, integrate, implement, and sustain the solution. The contractor shall be responsible for overall responsiveness, cost control, adherence to schedules, and technical quality of work.

### **C.5.9.4 SUBTASK 4 – SYSTEM ANALYSIS**

**C.5.9.4.1** The contractor shall provide detailed requirement analysis (see Section F, Deliverable #76) on proposed changes to existing applications and proposed new functionality. Each analysis shall address, at a minimum, the following criteria: availability, maintainability, expandability, reliability, and conformance to functional, security, and budgetary requirements. The analysis shall identify the resources, risks, dependencies, and impact associated with the requirement.

The contractor shall:

- Review all Government-proposed requirements entered as Enterprise Change Proposal (ECP) in the Dimensions system. Gather customer technical detail requirements.

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- Determine the impact on any internal/external system(s).
- Coordinate meetings with Government leads.
- Provide fully justified Courses of Action (COA) based on current industry-accepted methodologies coupled with innovative solutions.
- Document results and findings, providing recommendations on systems integration and standardization as required. (See Section F Deliverables #77, #78, #79, #80, #82).
- Develop detailed implementation plans.
- Provide real-time visibility mechanism for Government review and feedback for software development projects.
- Utilize existing and proposed future software toolsets to automate existing and future IE.
- Develop a Requirements Specification Document (Deliverable #81) upon project assignment decision.

**C.5.9.4.2** The contractor shall ensure the requirements comply with and conform to Army Architecture standards, DOD IA requirements, the DOD Architecture Framework, and the ARNG-approved architecture. The contractor shall not have any direct communication with a Government customer without a TPOC-designated representative being present.

**C.5.9.4.3** The contractor shall ensure the analysis activities result in a defined set of functional and technical requirements. By Government direction, these requirements may be transitioned to a development group for implementation. The analysis shall also address standard operating procedures, policies, system interfaces, and service level agreements.

**C.5.9.4.4** As part of the requirements management activity, the contractor shall implement a change control process designed to add rigor in managing changes to the existing requirements baseline. Although changes are anticipated they are managed through the change control process designed to minimize requirements scope challenges with a proactive process to assess costs and impacts to proposed requirements changes.

### **C.5.9.5 SUBTASK 5 – IMS CORE SUSTAINMENT**

#### **C.5.9.5.1 SOFTWARE DEVELOPMENT**

**C.5.9.5.1.1** The contractor shall provide system development and maintenance in support of the National Guard. The contractor shall perform all the IMS-associated activities required to enhance, integrate, implement, and maintain the solution.

**C.5.9.5.1.2** The contractor shall provide system sustainment services and development for software applications, database applications, and other solutions, to include all the associated activities required to update/changes, enhance, integrate, implement, and maintain the IMS solutions. The contractor shall update all existing system documentation as required during the course of development and maintenance. The contractor shall be responsible for the preparation of additional systems documentation that may be required by change in system requirements. (Deliverables #21, #24, #27, #28, and #83)



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**C.5.9.5.1.3** The contractor shall possess an in-depth understanding of the overall system development, system design and functionality requirements to include system of systems interfaces. The contractor shall sustain system baselines and functionality for IMS. The contractor shall sustain functionality of the complete family of software applications, ensuring timely security and products updates and quality releases. The contractor shall be responsible for overall responsiveness, cost control, adherence to schedules, and technical quality of work.

### **C.5.9.5.2 SIDPERS TRANSITION TO IPPS-A**

**C.5.9.5.2.1** The contractor shall continue Standard Installation/Division Personnel System (SIDPERS) maintenance until IPPS-A is operational.

**C.5.9.5.2.2** The Contractor shall assist in the preparation of plans for the transition of the SIDPERS data to IPPS-A. This will include the backup, archival, and decommissioning / restoration for SIDPERS. The fully executable plans and processes are needed to ensure SIDPERS (system, documentation, source code, test information, etc.) is saved for future use and to restore the system if necessary. The timeline that should be followed for the plan is that backup will be completed within one week, all data will be fully inventoried and archived, and system will be restored within two weeks.

**C.5.9.5.2.3** The contractor shall assist in the execution of the SIDPERS transition plan.

**C.5.9.5.2.4** The contractor shall evaluate the transition of SIDPERS interfaces to IPPS-A. The contractor shall verify inbound and outbound interfaces associated with SIDPERS to ensure all file layouts, domain names, and valid domain values are documented.

### **C.5.9.5.3 TAPDB-G SUPPORT**

The contractor shall collaborate with the Government to make changes to TAPDB-G reflecting changes created by the implementation of IPPS-A to include regulations, policies, etc. The contractor shall ensure timely updates are made to TAPDB-G to be consistent with IPPS-A and other source systems.

### **C.5.9.5.4 DATABASES**

The contractor shall develop databases (see Section F, Deliverable #83), monitor and sustain the databases and incorporate changes, or updates, to the supporting data models, schemas, and related support software as required. The contractor shall provide continuous improvement in the integration of the information within the database to facilitate data sharing across the application systems. The contractor shall maintain an awareness of the Government data standards and evolve existing databases toward continuing compliance with Government data systems.

### **C.5.9.6 SUBTASK 6 – SOFTWARE DEPLOYMENT MANAGEMENT**

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**C.5.9.6.1** The contractor shall assist the Government in developing a software deployment roadmap that encompasses the individual detailed project plans. The contractor shall assist the Government in developing an integrated software deployment management solution that ensures simplicity in update installation and system use and reduces the implementation burden on units in the field. The contractor shall ensure its software deployment management practices and processes are complementary to the Government's practices and processes.

**C.5.9.6.2** The software detailed project plans shall include tasks associated with fielding updates to the sustained application base. The contractor shall build release packages for each application release that include, but are not limited to, the following content:

- a. Software Version Description Document that includes the content of each update and any known limitations.
- b. Unique identifiers for each update.
- c. Installation instructions and release media.

### **C.5.9.6.3 Release Manager**

**C.5.9.6.3.1** The contractor shall package releases (see Section F, deliverable #26) for all applications, check bytes size on UNIX and Windows servers, create notifications emails and/or all states releases emails, Secure File Transfer Protocol (SFTP) releases to key states , upload releases to Guard Knowledge Online (GKO) website, and maintain files on website. Each year old files are to be purged from GKO website. The contractor shall participate in the release planning team and its process, including feature releases with other Government-directed representatives.

**C.5.9.6.3.2** The contractor shall create a test plan (see Section F, Deliverable #84). Based on a plan for each release, software releases shall be completed, delivered, and fielded. Most projects will require several iterations culminating in a release to the field. Every release will be tailored to the scope of the project, driving longer or shorter iteration and release schedules as required and directed by the Government.

**C.5.9.6.3.3** The contractor is responsible for packaging and releasing to the Government applications developed by another contractor. The contractor will not be responsible for developing and testing the following applications under this task:

	ELECTRA
<b>CAPS-W</b>	Commercial Accounts Payable System-Windows
<b>DMO</b>	Defense MilPay Office
<b>GFEBs</b>	General Funds Enterprise Business System
<b>IPERMS</b>	Interactive Personnel Electric Records Management System
<b>IMAP-W</b>	Integrated Automation Program – Web
<b>ODS</b>	Operational Data Store
<b>RCAS</b>	Reserve Component Automation System

<b>RFMSS</b>	Range Facility Management Support System
<b>RPAM</b>	Retirement Points Accounting Management
<b>WINIATS</b>	Windows Integrated Automated Travel System

#### **C.5.9.7 SUBTASK 7- CONFIGURATION MANAGEMENT**

**C.5.9.7.1** The contractor shall develop a Configuration Management Plan (CMP) (see Section F, Deliverable #32) and establish and maintain a strict change control process. The Contractor shall manage strict version control on all software source code and related artifacts either acquired or developed per the Government-approved Contractor CMP.

**C.5.9.7.2** The contractor shall coordinate with Government personnel on changes to the environment through the change control process outlined in the contractor CMP and in accordance with the Government's configuration management guidance.

**C.5.9.7.3** The contractor shall provide QC across products' lifecycle to include unit, integration, regression, and security (STIG, etc.) testing to ensure the delivery of quality DOD-compliant products.

**C.5.9.7.4** The contractor shall support the IMS with CM activities, to include preparing CM documentation for enterprise and project artifacts; participating in CM planning; overseeing and participating in library setup and control for all developmental components and products; participating in the identification and marking of baseline product components; working with division, project, and QA management to identify and resolve quality issues; participating in process improvement initiatives; supporting configuration control boards; and developing, documenting, and executing CM policies, processes, and SOPs.

**C.5.9.7.5** The contractor shall sustain configuration control and configuration documentation, as well as report configuration status, in accordance with ANSI/EIA Standard 649 (National Consensus Standard for Configuration Management); ISO/IEC Standard 12207-2008, Systems and Software Engineering-Software Life Cycle Processes; IEEE Standard 828:2012, Standard for Software Configuration Management Plans; ISO/IEC Standard 15288-2008, Systems and Software Engineering-System Life Cycle Processes; ISO/IEC/IEEE Standard 15289-2011, Systems and Software Engineering – Content of Life-Cycle information products (documentation); and Military Handbook 61A, Configuration Management Guidance, 7 February 2001.

**C.5.9.7.6** The contractor shall support CM of requirements such as software and ECPs in response to security vulnerabilities, directed architecture changes, policy/regulatory changes, legislative changes, interface changes, BPIs, environmental changes.

**C.5.9.7.7** The contractor shall use the Government implementation of Serena Dimensions (through a secure remote connection (e.g., CITRIX or .mil)) for CM. The contractor shall maintain the baselines and documentation for all system releases. The contractor shall monitor

and report the installation status of each new release. This will include source code control, baseline management, and documentation control.

#### **C.5.9.8 SUBTASK 8 – TESTING**

##### **C.5.9.8.1 PRODUCT TESTING**

**C.5.9.8.1.1** The contractor shall ensure all products are thoroughly tested prior to delivery to the Government. The Government envisions a user-driven, iterative Software Development Life Cycle (SDLC) that includes frequent engagement of the customer and designated representative testers. The approach shall include use of automated regression testing techniques and utilities included as part of a continuous software integration process. The contractor shall support the Government to identify and correct product testing issues identified throughout the software development process, but especially during integration testing of a releasable set of software features.

**C.5.9.8.1.2** The contractor shall conduct tests (e.g., unit, functional, system, interoperability, regression, security, and performance) of software throughout the development lifecycle using industry best practices of continuous integration methods and automated regression testing utilities. The IMS Government test lab is 30% virtualized. Testing materials (scripts, configurations, utilities, tools, plans, and results) shall be maintained under configuration control using identical methods applied to source code (see Section F, deliverable #33).

**C.5.9.8.1.3** The contractor shall develop and deliver test procedures, test data, materials, results, and artifacts (see Section F, Deliverable #19) in a format that allows the Government to reproduce the testing procedures and results within their own Secure Testing and Integration Environment (STIE). The Government will provide test data as necessary for the contractor to maintain the application and this test data will be provided during transition-in (see Task 1).

**C.5.9.8.1.4** The contractor shall conduct testing related to non-functional requirements, including load, performance, and installation testing.

**C.5.9.8.1.5** The contractor shall correct and repair software defects throughout the software development process identified through all testing (including unit, system, functional, security, performance, and load testing) procedures.

**C.5.9.8.1.6** The contractor shall conduct inspections and provide analysis of testing results as directed (see Section F, Deliverable #85).

**C.5.9.8.1.7** The contractor shall provide facilities and hardware for testing software iterations prior to delivery to the Government.

**C.5.9.8.1.8** The contractor shall include the user/customer as part of the iteration tests/demonstrations as required.

**C.5.9.8.1.9** The contractor shall collect systems and application performance and load data as part of testing process.

**C.5.9.8.1.10** Testing scripts, utilities, test execution, and testing results shall be historically maintained under configuration control for comparison and analysis.

**C.5.9.8.2 Integration Testing**

The contractor shall support the Government's efforts to conduct integration testing of software deliverables within the Government's STIE.

**C.5.9.8.3 Repair of Defects**

The contractor shall correct and repair software defects discovered during Government integration testing procedures. Defects include issues found within the software, installation procedures, documentation, or other items relevant to successful testing and deployment of a releasable software delivery.

**C.5.9.9 SUBTASK 9 – GOVERNMENT SECURE TESTING & INTEGRATION ENVIRONMENT (STIE)**

**C.5.9.9.1** The contractor shall deliver source codes, build materials, and related artifacts to the Government (see Section F, deliverable #38). Source code evaluation and scanning, installation kit construction, and testing (functional, security, load, performance, etc.) will be conducted within the Government's Common STIE at IMS.

**C.5.9.9.2** The contractor shall support Government efforts to build installation kits, conduct design analysis, and perform security scans within the Government facility. For all deliveries, the contractor shall provide media for all source code, installation kits, documentation (see Section F, Deliverable #36) (including those related to architecture, test design and testing results, and installation procedures), and build procedures and scripts delivered to or maintained for the Government.

**C.5.9.9.3** When requested by the Government, the contractor shall provide onsite support configuration management and installation of software into the test environment. The contractor shall ensure that the Government is provided copies of all software and related materials developed under this TO at the end of each release or as requested by the Government (see Section F, deliverable #24 and #27). The contractor shall identify third-party products used to develop, operate, and construct the software applications.

**C.5.9.10 SUBTASK 10 – IA SECURITY, RISK REMEDIATION, AND MITIGATION**

The contractor shall assist the Government in completing DIACAP activities and supporting documentation.

**C.5.9.10.1** The contractor shall assist the Government to complete, review, and submit the System Questionnaire in the Army approved database (currently Certification and Accreditation Database (C&A TdB)). The contractor shall monitor and identify current DIACAP Activity Cycle (Initial, Annual Review, Recertification, and Decommission). The contractor shall ensure accuracy before submission to the Certifying Authority Representative (CAR). If the CAR does not concur with the System Questionnaire, the contractor shall remedy and resubmit.

**C.5.9.10.2** The contractor shall provide system documentation/artifacts to include network topology diagram, data flow diagram, and hardware and software to be uploaded in the Certification and Accreditation Tracking Database System (C &A TdB). The contractor shall complete the DIACAP Implementation Plan (DIP).

**C.5.9.10.3** The contractor shall work with the Agent of the Certifying Authority (ACA) Team(s) to determine availability and ability of the ACA team to perform the IA assessment.

**C.5.9.10.4** The contractor shall ensure an IA strategy describes concisely how a program's IA features comply with applicable Federal, DOD and the ARNG standards, regulations, and requirements. The IA strategy shall briefly describe the system, the program's risk assessment in the face of cyber and physical threats, the acquisition strategy, and the certification and accreditation approach. The Government anticipates that the IA strategy should evolve as a program matures.

**C.5.9.10.5** The contractor shall provide input to the Government in support of required POA&M submissions, identifying risks in support of the Government's remediation and mitigation plan of action throughout the POA&M process.

**C.5.9.10.6** The contractor shall perform audits of production assets to maintain and ensure compliance. The contractor shall provide guidance and recommendations on implementation of new or updated STIGs and SRRs.

**C.5.9.10.7** The contractor shall comply with all applicable Information Assurance Vulnerability Management (IAVM) policies and tools prescribed by DOD and Army policy.

**C.5.9.10.8** The contractor shall track and provide quarterly updates to the POA&M items.

**C.5.9.10.9** The contractor shall assist the Government in submitting and correcting the CoN (AR 25-1) application required by NETCOM for the applications, systems, networks, and/or information systems. The Contractor shall follow CoN instructions put forth by NETCOM for this requirement.

**C.5.9.10.10** The contractor shall provide analysis of vulnerabilities identified during security scans such as DISA STIGs, Retina, Fortify or any future tool. The contractor shall advise the Government on the strategy to remediate the vulnerabilities.

#### **C.5.9.11 SUBTASK 11 – LEGACY COTS/ GOTS SOFTWARE**

##### **C.5.9.11.1 COTS SOFTWARE**

The contractor shall analyze potential modification to specific COTS products and their corresponding application in order to ensure effective and efficient operations as approved by the Government.

The contractor shall ensure integration and complete compatibility of all current and future infrastructure COTS software with the project baseline. The contractor shall obtain, assess, and test patches, fixes, and upgrades of infrastructure COTS software. The contractor shall assess and test infrastructure COTS software upgrades. The contractor shall update and provide software documentation. The contractor shall develop a strategy and methodology to report and resolve COTS software end-of-life issues to the Government.

##### **C.5.9.11.2 GOTS SOFTWARE**

The contractor shall assess, test, and integrate replacement/upgraded GOTS applications into the system architecture(s) and ensure integration and complete compatibility of all current and future GOTS applications. The contractor shall develop a strategy and methodology to report and resolve GOTS application software end-of-life issues to the Government. The Contractor shall update and provide software documentation (see Section F, Deliverable #86). The Contractor shall support the GOTS Software Baseline.

##### **C.5.9.11.3 QUALITY CONTROL**

The contractor shall provide a Quality Control Plan (QCP) (see Section F, Deliverable #7) that ensures the technology products, services, and solutions provided are integrated and meet best commercial practices. At a minimum, the QCP shall adhere to ISO for QC requirements, or other comparable standards subject to Government approval. The Contractor shall ensure the technology products, services, and solutions it provides are of high quality and are fully integrated and tested to include hardware, software, security, operating systems, and networks.

The contractor shall plan, develop, document and implement a SQA Program (see Section F, deliverable #22) to ensure that high levels of software quality are attained and all contractual requirements are complied with fully. The contractor's SQA Program shall be applied to, but not limited to, the following: software requirements; software design; software engineering standards, practices and procedures; computer program implementation; software documentation, software testing; software library controls; configuration management; corrective action; and subcontractor control.

#### **C.5.9.11.4 SYSTEMS ARCHITECTURE**

The contractor shall ensure any future system architecture is sufficiently sized, maintained, and robust enough to support the timely execution of workload. When implementing upgrades, the contractor shall ensure integration and compatibility with the most current architectural directives. The contractor shall ensure that all design changes are interoperable with the most current and future planned infrastructure and to target all applications in the Installation Processing Node (IPN).

#### **C.5.9.12 SUBTASK 12 – ASSET MANAGEMENT**

**C.5.9.12.1** The contractor shall develop processes and methodologies to safeguard and maintain full visibility and accountability of all equipment and tools, deployed hardware, software, IT assets, and COTS software license and warranty management information placed under their control.

**C.5.9.12.2** The contractor shall track the shipment and receipt of Government property in accordance with FAR Part 45 (Government Property). The contractor shall allow the Government representative unlimited access to all Government equipment and records pertaining to inventory and property accountability. The contractor shall utilize the standard Army Asset Management System, Property Book Unit Supply – Enhanced (PBUS-E). Individuals assigned the task of entering data into PBUS-E shall access military networks and therefore require elevated privileges.

**C.5.9.12.3** The contractor shall assist the Government representative with the task of obtaining National Stock Numbers (NSNs) for equipment and properly transfer accountability of the equipment, as directed by the Government. The contractor shall be responsible for safeguarding and maintaining full accountability for all equipment, software, or tools placed under their control.

**C.5.9.12.4** The contractor shall store and dispose of Government property in accordance with regulatory guidance, unless otherwise directed by the Government.

#### **C.5.9.13 SUBTASK 13 – ENTERPRISE SERVICE DESK**

**C.5.9.13.1** The contractor shall provide Level 2 and 3 help desk support to IMS. Emergency Remedy tickets should be resolved within 48 hours of receipt (see Section F, deliverable #54). For example, system application failure represents an emergency. IMS receives approximately 15 emergency, 40 urgent, and 110 routine Remedy tickets annually.

**C.5.9.13.2** The contractor shall use the ARNG Enterprise Service Desk. This support will identify customer problems and solutions and maintain corrective procedures that are reusable and repeatable across the enterprise. The contractor shall review, modify, and develop standards



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and procedures for the problem resolution process. This includes focusing on customer call reduction and the use of root cause analysis.

**C.5.9.13.3** The contractor shall acknowledge the receipt and provide an interim status on all trouble tickets received from users within 24 hours of the submittal of the trouble ticket. The contractor shall resolve all trouble tickets within 72 hours of receipt. All business-critical tickets pertaining to designated mission-critical systems shall be resolved within 24 hours of receipt. The contractor shall report daily to the designated Government personnel all trouble tickets open longer than 72 hours.

**C.5.9.13.4** The contractor shall monitor both Government and contractor problem resolution processes. The contractor shall measure performance and analyze data to isolate and solve computing, security, and networking problems. The contractor shall provide technical analyses of trouble tickets. The contractor shall identify, report, and correct defective system components discovered through analysis of trouble tickets.

### **C.5.9.14 SUBTASK 14 –INFORMATION ASSURANCE (IA) REQUIREMENTS**

Section C.5.3.12.2.1 and C.5.3.12.2.2 applies to this subtask.

### **C.5.9.15 SUBTASK 15 – CONDUCT TRAINING**

The contractor shall provide an innovative approach(s) to end user training. The contractor shall conduct classes on Enterprise Data Warehouse (EDW) yearly.

Trips	Classes	Locations	Curriculum
1	1-2	East coast	EDW
1	1-2	East coast	SMS-A

### **C.5.10 TASK 10 – SURGE/SPECIAL PROJECTS**

The contractor shall provide surge support for RCAS, DLP, ITII&R, and IMS requirements and systems. Potential areas where surge support may be required include, but are not limited to, RC unit mobilization (Presidential Reserve Call-up through Total Mobilization), support to domestic emergencies that require the extension of RCAS system capabilities in support of RC operational requirements, and RC continuity of operations/disaster recovery. Surge support shall be in addition to TO core sustainment requirements, but inclusive of implementation of approved technology initiatives. The contractor shall be prepared to provide support for unanticipated surge support requirements including system, system component, or application failure; systems integration; systems deployment; and training, see deliverables below.

- a. Status Report (see Section F, Deliverable #87)

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- b. Implementation Plan (see Section F, Deliverable #88)
- c. Technical Information Package (TIP) (see Section F, Deliverable #89)
- d. Installation Manual (see Section F, Deliverable #90)
- e. Integration Manual (see Section F, Deliverable #91)
- f. Emerging Technology Report (see Section F, Deliverable #92)
- g. Systems Improvement Initiatives (see Section F, Deliverable #93)
- h. As-Built Drawings (see Section F, Deliverable #94) Project
- i. Schedule and Cost Estimate (see Section F, Deliverable #95)

See examples in Section J, Attachment AT.

## SECTION D - PACKAGING AND MARKING

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference.

## SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### **E.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<https://www.acquisition.gov/far/index.html>

<b>CLAUSE #</b>	<b>CLAUSE TITLE</b>	<b>DATE</b>
52.246-2	Inspection of Supplies—Fixed Price	Aug 1996
52.246-2	ALTERNATE I	Jul 1985
52.246-4	Inspection of Services—Fixed Price	Aug 1996
52.246-8	ALTERNATE I	Apr 1984
52.246-16	Responsibility for Supplies	Apr 1984

### **E.2 PLACE OF INSPECTION AND ACCEPTANCE**

Inspection and acceptance of all work performance, reports, and other deliverables under this TO shall be performed by the FEDSIM COR and the TPOC.

### **E.3 SCOPE OF INSPECTION**

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 30 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

### **E.4 BASIS OF ACCEPTANCE**

The basis for acceptance shall be compliance with the requirements set forth in the TO, the contractor's proposal and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For IT development, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

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All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

### **E.5 DRAFT DELIVERABLES**

The Government will provide written acceptance, comments, and/or change requests, if any, within 30 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

### **E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT**

The CO/COR will provide written notification of acceptance or rejection of all final deliverables within 30 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

### **E.7 NON-CONFORMING PRODUCTS OR SERVICES**

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will not pay the fixed price associated with the non-conforming products or services.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the earned award fee.

## SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

### **F.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

The following clauses shall apply unless otherwise designated at the Order level. This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<https://www.acquisition.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.242-15	Stop-Work Order	Aug 1989
52.242-15	ALTERNATE 1	Apr 1984
52.242-17	Government Delay of Work	Apr 1984

### **F.3 TASK ORDER PERIOD OF PERFORMANCE**

The period of performance for this TO is a one-year base period and four, one-year options.

### **F.4 PLACE OF PERFORMANCE**

Place of Performance is not being dictated on this TO except where stipulated in Section C. However, long distance travel CONUS and OCONUS is anticipated in support of this effort.

### **F.5 DELIVERABLES**

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall submit the deliverables listed in the following table:

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
0	Project Start (PS)		Will be indicated at award
1	Transition-In Plan - Final	C.5.1.1	Five Calendar Days After PS Monthly in IPMR thru Transition-In Period

## SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
2	Transition-Out Plan	C.5.1.2	90 days prior to expiration of the base PoP. Updates 90 prior to expiration of each exercised option period. Or as directed by the Government.
3	Accounting for Contract Services	C.5.2.1	By October 31 of each calendar year
4	Program Management Plan	C.5.2.2	Draft 5 Calendar Days after PS Final – 30 days after PS Update annually or as required, whichever is first. Or as directed by the Government.
5	Software Development Plan	C.5.2.2, C.5.3.1,	Draft included with at Kickoff meeting. Final within 30 days of PS and annually by 31 October. Or as directed by the Government.
6	Earned Value Management Plan	C.5.2.2	Due at Kickoff Meeting Or as directed by the Government.
7	Quality Control Plan	C.5.2.2 C.5.9.11.3	Initial Draft at Kickoff Meeting, Final 60 days after PS. Updated annually or as major changes occur, whichever is first. Or as directed by the Government.
8	IPMR	C.5.2.3	3 <sup>rd</sup> Monday following the end of each L3 Accounting Period
9	Integrated Baseline Review	C.5.2.3	90 Days after PS Annually prior to end of base year and each option year. Or as directed by the Government.
10	After Action Reports	C.5.2.6	DELETED
11	Business Process Model (BPM)	C.5.3.2.2	Within 120 Days after PS Annually by 31 October. Or as directed by the Government.
12	RCAS Architecture Review	C.5.3.3.2	NLT 120 Days after PS DODAF Architectural Views update annually. Or as directed by the Government.
13	Cloud Platform-as-a-Service (PaaS) or Infrastructure-as-a-Service (IaaS) Plan	C.5.3.3.3	1 Year after PS. Or as directed by the Government.
14	Cloud PaaS or IaaS Analysis	C.5.3.3.3.1	PS + 6 Months
15	Cloud Systems Architecture	C.5.3.3.3.2	PS + 8 Months
16	Cloud PaaS or IaaS Design	C.5.3.3.3.2	PS + 8 Months
17	Cloud Migration Strategy	C.5.3.3.3.2	3 months after Government provides the approval to implement design

## SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
18	Test Strategy	C.5.3.3.3.2	Kickoff + 90 days Updated annually or as significant changes occur – whichever comes first. Or as directed by the Government.
19 a	Test Automation Scripts	C.5.3.3.3.3	5 working days prior to Acceptance Testing
19 b	Test Plans and Test Cases	C.5.9.8.1.3	PS + 9 Months
20	Systems Engineering Process	C.5.3.3.4.1	Draft - 5 calendar days after PS Annually. Or as directed by the Government.
21 a	Information Exchange Specification with Addenda-RCAS	C.5.3.6	As directed by government and when information exchange is added, changed or deleted. NLT annually. Final – 5 days after completion of each Release. Or as directed by the Government.
21 b	Information Exchange Specification with Addenda-IMS	C.5.9.5.1.2	As directed by government and when information exchange is added, changed or deleted. NLT annually. Final – 5 days after completion of each Release
22	Software Quality Assurance Plan	C.5.3.7, C.5.9.11.3	Draft - 5 calendar days after PS Then updated annually. Or as directed by the Government.
23	Configuration Settings Document for both RCAS and USARC (Including references)	C.5.3.8.8	Initial due 20 days prior to the deployment of a Release or Sprint and updated with every Release or Sprint. Draft – 5 days prior to formal testing or as directed by the government. Final – 2 days prior to government TCCB for release
24 a	System Documentation Example: - Oracle CPU technical Bulletin - Release Notes	C.5.3.8.8,	As directed by the Government. Final 5-days after completion of each Release. Or as directed by the Government.
24 b	System Documentation	C.5.9.9.3, C.5.9.5.1.2	Draft 5 days after completion of formal testing. Final 2 days prior to Government's TCCB
25	Application Release/Service Pack Technical Information Packages (TIP)	C.5.3.8.8	As Directed by the Government. Final – 3 days after completion of each release.



## SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
26	Release Plans	(C.5.3.8.8 – deleted), C.5.9.6.3.1	30 calendar days after Government approval of the content of each release
27	IMS - System User Documentation	(C.5.3.8.8 deleted), C.5.9.9.3, C.5.9.5.1.2	Draft - 5 days prior to formal testing or as directed by the Government Final - 15 days prior to Government's TCCB for each release
28 a	System User Documentation - Software User Manual (SUM) and ReadMe	C.5.3.8.8,	As directed by the Government Final – Due upon each Release. Or as directed by the Government.
28 b	System User Documentation - Software User Manual (SUM) and ReadMe	C.5.9.5, C.5.9.5.1.2	Draft – 5 days prior to formal testing or as directed by the Government. Final – 2 days prior to Government TCCB for release
29	System User Documentation – Database Software Installation Instructions	C.5.3.8.8	As directed by the government Final-Due upon each Release. Or as directed by the Government.
30	System User Documentation – Web Application Server Installation and Administration Guide (WASIAG)	C.5.3.8.8	As directed by the government Final-Due upon each Release. Or as directed by the Government.
31	System User Documentation – Database Server Installation Guide (DBSIG) and Database Administration Guide (DAG)	C.5.3.8.8	As directed by the government. Final – Due upon each Release. Or as directed by the Government.
32	Configuration Management Plan (CMP)	C.5.3.8.1, C.5.9.7.1	Draft - 5 calendar days after PS Updated annually. Or as directed by the Government.
33	Test Plans to include Requirements Traceability Matrix (RTM) - IMS	(C.5.3.9.1-deleted) C.5.9.8.1.2	Draft 20 workdays prior to start of formal test (Government comments 10-workdays prior) and final 5 workdays prior to the start of formal testing
34 a	Test Readiness Reports (including Manual & RTM)	C.5.3.9.1 C.5.3.9.2.2	Draft – 5 working days post last sprint completion
34 b	Test Reports	C.5.9.8.1.3	20 days after the final test as defined in the Test Plan.
35	Document systems, application performance and load data	C.5.3.9.2.6	DELETED
36 a	Baseline Configuration Matrix (BCM). Signed Media Delivery Letter. CD-ROM/Release Media with Executable Software Applications (Object and Source Code) to include release documentation with Software Baseline Matrices	C.5.3.10.2	Draft BCM: NLT 1 business day prior to a scheduled exit Laboratory Configuration Audit (LCA). Final BCM: NLT 5 business days after TCCB approval

SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
36 b	CD-ROM/Release Media with Executable Software Applications (Object and Source Code) to include baseline documentation with Software Baseline Matrices	C.5.9.9.2	When changed by a software release/update, NLT 2 business days prior to TCCB/Change Control Board (CCB) as part of the TIP. 7 calendar days prior to a scheduled Laboratory Configuration Audit (LCA). Final - 7 calendar days after TCCB / (CCB) approval.
37	Configuration Settings Document	C.5.3.12.1.6	DELETED
38	Vulnerability Assessment Report	C.5.3.12.1.8	Ten Days prior to systems integration testing.
39	Continuity of Operations (COOP) Plan with USARC Addendum	C.5.3.12.2.3	Draft 45 days after PS, then 10 days prior to COOP exercise and then updated Annually
40	IA Strategy Plan	C.5.3.12.3.1	Draft –90 calendar days after PS Updated annually. Or as directed by the Government.
41	Certificate of Net-Worthiness (CoN)	C.5.3.12.3.5	Quarterly (FEB, MAY, AUG, NOV)
42	System Requirements Specifications (SRS) to include Requirements Traceability Matrix (RTM)	C.5.3.13.1	DELETED
43	Asset Inventory	C.5.3.14.6	60 days after PS, then updated Annually. Or as directed by the Government.
44	Enterprise Training Plan	C.5.3.15.1	Draft 90 calendar days after PS then updated Annually. Or as directed by the Government.
45	Program of Instruction (POI)	C.5.3.15.1 C.5.3.15.2	When changes to the RCAS software warrant update to POI, within 10 calendar days of Government acceptance of all software release. Or as directed by the Government.
46	Student Manual	C.5.3.15.1 C.5.3.15.2	When changes to the RCAS software warrant update to Student Manual, Within 10 calendar days of Government acceptance of all software release. Or as directed by the Government.
47	Lesson Plan	C.5.3.15.1 C.5.3.15.2	When changes to the RCAS software warrant update to Lesson Plan, Within 10 calendar days of Government acceptance of all software release. Or as directed by the Government.

SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
48	Maintain Training Documentation	C.5.3.15.2	Deleted
49	Develop, Update PD's library of DL products	C.5.3.15.3	Deleted
50	Develop, Maintain DL Courseware/Products	C.5.3.15.3 C.5.3.15.5	Within 10 calendar_days of Government acceptance of all software release. CDRL on hold pending direction from the Government
51	Update Enterprise Systems Engineering Processes and Brief Changes	C.5.4	****Deleted****
52	Sustaining Engineer Activity Report	C.5.4	Deleted
53	Provide Root Cause Analysis Information On-Line.	C.5.4.1.3	Deleted
54	Trouble Ticket Review Meeting Minutes	C.5.4.1.3, C.5.4.3.3, C.5.8.1.3, C.5.9.13.1	Deleted
55	Create primary database storage structures (table spaces)	C.5.4.3.2	Deleted
56	Create primary objects (tables, views, indexes)	C.5.4.3.2	Deleted
57	Develop CUCM and CME user's manual & training material (Optional)	C.5.4.3.3	10 Days after site completion and as updates occur
58	Provide Detailed Plan of Development and Integration Environment	C.5.5.1.1	45 Days after PS
59	Purchase Requests	C.5.6	DELETED
60	Develop Site-Specific Equipment LOMs	C.5.7.1.2	As Required
61	DD250 with Packing List Information	C.5.7.2.1	30 days after receipt
62	Site – Customer Satisfaction Questionnaire	C.5.7.2.3	30 days after installation
63	Site – Pre-Installation Walkthrough Checklist	C.5.7.2.3	Prior to work
64	Site – Post-Installation Checklist	C.5.7.2.3	After completion
65	Site – Test Procedures Checklist	C.5.7.2.3	Prior to testing
66	Site – As Built Drawings	C.5.7.2.3	Prior to work
67	Site Status Reports	C.5.7.2.5	As required
68	Prepare Meeting Minutes	C.5.7.2.6	1 Day after meeting
69	Develop Standards, Procedures for Problem Resolution Process	C.5.8.1.1	45 Days after TOA

SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
70	Classroom and Hardware Baseline Matrices	C.5.8.2	Monthly and NLT 2 business days prior to a TCCB/CCB as part of the TIP and seven (7) calendar days prior to a scheduled Laboratory Configuration Audit (LCA).
71	Conduct Engineering Studies	C.5.8.2.1	As Required
72	Classroom Refresh Plan	C.5.8.2.1	90 days after PS, then as required
73	Classroom Installation Fielding Requirements Engineering Document (FRED)	C.5.8.2.1	30 calendar days after completion of site installation or relocation
74	DLP Integration Manual	C.5.8.2.1	Draft – NLT 2 business days prior to TCCB/CCB. Final – 7 calendar days after TCCB, as required.
75	DLP Installation Manual	C.5.8.2.1	Draft – NLT 2 business days prior to TCCB/CCB. Final – 7 calendar days after TCCB, as required.
76	Prepare Detailed Requirement Analysis	C.5.9.4.1	As required
77	Business Needs Definition Papers	C.5.9.4.1	As required within 30 days from assignment
78	Project Assessments	C.5.9.4.1	As required within 30 days from assignment
79	Impact Assessments	C.5.9.4.1	As required within 30 days from assignment
80	Gap Analysis Reports	C.5.9.4.1	As required within 30 days from assignment
81	Requirements Specification Document (RSD)	C.5.9.4.1	30 days after Project Assignment decision
82	Technical White Papers	C.5.9.4.1	As required within 30 days from assignment
83	Develop Databases	C.5.9.5.4	As Required
84	Create Test Plan	C.5.9.6.3.2	As part of release planning
85	Provide Analysis of Testing Results	C.5.9.8.1.6	As required
86	Provide GOTS Software Documentation	C.5.9.11.2	As required
87	Status Report	C.5.10	Deleted
88	Implementation Plan	C.5.10	Deleted
89	Technical Information Package (TIP)	C.5.10	Deleted
90	Installation Manual	C.5.10	Deleted
91	Integration Manual	C.5.10	Deleted

## SECTION F – DELIVERABLES OR PERFORMANCE

#	MILESTONE/DELIVERABLE	TO Reference	PLANNED COMPLETION DATE
92	Emerging Technology Report /Technical White Papers/Impact Analysis	C.5.10	6.5 months after PS Updated Semi-annually . For minor updates, AGM analysis due 15 working days after receipt from the Government For major updates, AGM analysis due 30 working days upon receipt from the Government
93	Systems Improvement Initiatives	C.5.10	Deleted
94	As-Built Drawings	C.5.10	Deleted
95	Project Schedule and Cost Estimate	C.5.10	Deleted

### **F.6 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT**

The contractor agrees to submit, within ten workdays from the date of the Contracting Officer's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

### **F.7 DELIVERABLES MEDIA**

The contractor shall deliver all electronic versions by email and removable electronic media. The following are the required electronic formats, whose versions must be compatible with the latest Army Gold Master (AGM).

- Text MS Word
- Spreadsheets MS Excel
- Briefings MS PowerPoint
- Drawings MS Visio
- Schedules MS Project

## SECTION F – DELIVERABLES OR PERFORMANCE

### **F.8 PLACE(S) OF DELIVERY**

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) or COR at the following address:

GSA FAS AAS FEDSIM  
ATTN: Annmarie MacBride, COR  
1800 F Street  
Suite 3100  
Washington, DC 20405

Telephone:

Email: [annmarie.macbride@gsa.gov](mailto:annmarie.macbride@gsa.gov)

Copies of all deliverables shall also be delivered to the PD RCAS TPOC at the following address: To be provided after award.

Name: Wanda Dixon  
Address: 200 Stovall Street, Hoffman II, Suite 8N33-33  
Alexandria, VA 22332-6200  
Telephone: (703) 589-2913  
Email: [wanda.s.dixon.civ@mail.mil](mailto:wanda.s.dixon.civ@mail.mil)

### **F.9 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)**

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment F) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

## SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### **G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE**

The CO will appoint a COR in writing for each TO through a COR Appointment Letter that will be provided to the contractor upon award (Section J, Attachment A). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

#### **G.3.5.1 CONTRACT ADMINISTRATION**

Contracting Officer:

Michael Chappelle  
GSA FAS AAS FEDSIM  
2100 Crystal Drive  
Suite 800  
Arlington, VA 20406  
Telephone: (703) 605-2856  
Email: Michael.chappelle@gsa.gov

Contracting Officer's Representative:

Annmarie MacBride  
GSA FAS AAS FEDSIM  
2100 Crystal Drive  
Suite 800  
Arlington, VA 20406  
Telephone: (703) 589-2913  
Email: annmarie.macbride@gsa.gov

Technical Point of Contact:

Provided after award.

### **G.9.6 INVOICE SUBMISSION**

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: GSC-QF0B - 12-0024

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

FEDSIM Project Number: 12085ARM

## SECTION G – CONTRACT ADMINISTRATION DATA

Project Title: Reserve Component Automation (RCA)

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Select Vendor Support, log in using your assigned ID and password, then click on Create Invoice. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

### **G.9.6.1 INVOICE REQUIREMENTS**

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the amount of labor expended for the month invoiced.

The contractor shall submit a draft or advance copy of an invoice to the client POC for review prior to its submission to GSA.

FFP, CPAF, and NTE CLINs should be addressed separately in the invoice submission. FFP and CPAF CLINs shall be broken down by task to assist with appropriation accountability.

The final invoice is desired to be submitted within six months of project completion.

#### **G.9.6.1.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)**

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees)
- b. Employee company labor category
- c. Employee Alliant labor category
- d. Monthly and total cumulative hours worked
- e. Cost incurred not billed



## SECTION G – CONTRACT ADMINISTRATION DATA

- f. Current approved forward pricing rate agreement in support of indirect costs billed

All cost presentations provided by the contractor shall also include Overhead charges, and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM COR, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a TO modification if funds have been obligated for the award fee amount. The contractor shall attach the Award Fee Determining Official (AFDO)/CO determination letter to the public voucher and/or invoice.

### **G.9.6.1.2 FIRM-FIXED-PRICE (FFP) CLINs**

The contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the deliverable/progress payment period covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

### **G.9.6.1.3 OTHER DIRECT COSTS (ODCs)**

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and Interagency Agreement (IA) number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools and ODCs purchased
- b. Consent to Purchase number or identifier
- c. Date accepted by the Government
- d. Associated CLIN
- e. Project-to-date totals by CLIN
- f. Cost incurred not billed
- g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges, and Fee.

### **G.9.6.1.4 TRAVEL**

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the Joint Travel Regulation (JTR)/Federal Travel Regulation (FTR). The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA number. Separate worksheets, in MS Excel format, shall be submitted for travel.

## SECTION G – CONTRACT ADMINISTRATION DATA

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. Travel Authorization Request number or identifier, approver name, and approval date
- b. Current invoice period
- c. Names of persons traveling
- d. Number of travel days
- e. Dates of travel
- f. Number of days per diem charged
- g. Per diem rate used
- h. Total per diem charged
- i. Transportation costs
- j. Total charges
- k. Explanation of variances exceeding 10% of the approved versus actual costs
- l. Indirect Handling Rate

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges.

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### **H.1 PROVISIONS INCORPORATED BY REFERENCE AT ORDER LEVEL**

Orders may incorporate one or more provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a provision may be accessed electronically at this address:

<https://www.acquisition.gov/far/index.html>

PROVISION #	PROVISION TITLE	DATE
52.211-6	BRAND NAME OR EQUAL	Aug 1999

**(Note: Clause numbers followed by an asterisk (\*) require fill-ins by the OCO if determined applicable and incorporated into the Order.)**

### **H.2 KEY PERSONNEL**

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

- a. Program Manager (PM)
- b. RCAS – Chief Software Architect / Task Lead
- c. DLP – Project Manager / Task Lead
- d. IMS – Project Manager / Task Lead
- e. Enterprise Information Assurance Manager

The Government desires that Key Personnel be assigned for the duration of the TO.

#### **H.2.1 PROGRAM MANAGER**

The PM shall have the following:

- a. Experience managing complex IT projects / operations of a nature similar in size and scope as referenced under this TOR.
- b. Experience in managing projects within environments similar to the contractor's proposed approach.
- c. Experience managing and supervising employees of various labor categories and skills in projects similar in size and scope as referenced under this TOR.

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

- d. Experience implementing innovative approaches to fulfilling requirements in order to improve services or cut cost through the use of current technologies.

It is desirable that the PM has the following:

- a. Experience with EVM.
- b. Experience in leadership of complex tasks, including review of work products for correctness, compliance with industry best practices, DOD standards, and Army standards.
- c. Experience translating task order requirements into project plans and milestones, directing and implementing plans, and presenting formal project status/plan briefings to the Government managers.
- d. Experience with the Federal Government's acquisition process.
- e. Experience working in a Defense acquisition environment.
- f. Demonstrated oral and written communication skills required, with experience briefing executive personnel.
- g. A current Project Management Professional (PMP) certification or a DOD equivalent certification

### **H.2.2 RCAS – CHIEF SOFTWARE ARCHITECT-PROJECT MANAGER / TASK LEAD**

The RCAS – Chief Software Architect-Project Manager/Task Lead shall have the following:

- a. Experience in managing projects using the contractor's proposed software development approach.
- b. Experience in managing projects with environments similar to RCAS (.NET 4.0, Oracle, VM Ware, etc.).

It is desirable that the RCAS – Chief Software Architect-Project Manager/Task Lead have the following:

- a. Experience in Enterprise operations and consolidation. Includes experience in system development lifecycle processes.
- b. Experience leading a transition to a more rapid software development methodology.
- c. Experience successfully managing and supervising of employees with various labor categories and skills.
- d. Experience maintaining and changing software architecture documents based on evolving system requirements and industry trends and technologies.
- e. Experience analyzing risks and reporting problems related to meeting system requirements.
- f. Experience developing and enforcing all product development processes.
- g. Experience performing detailed software design as well as implementing and maintaining code.
- h. Experience implementing innovative approaches to fulfilling requirements with current technologies.

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- i. Experience providing clear, technical guidance and direction to staff which lead to resolving difficult-to-solve technical problems.
- j. Experience prioritizing and managing work to critical project timelines in a fast-paced environment.
- k. Experience developing new approaches to complex design problems.
- l. Experience translating requirements into project plans and milestones, directing and implementing plans, and presenting formal project status/plan briefings to the Government managers.
- m. Demonstrated oral and written communication skills required, with experience briefing executive personnel.

### **H.2.3 DLP - PROJECT MANAGER / TASK LEAD**

It is desirable that the DLP-Project Manager/Task Lead has the following:

- a. Experience successfully managing complex IT projects/operations of a nature similar in size and scope to DLP and IT infrastructure projects.
- b. Experience in managing projects within an environment similar to DLP and IT infrastructure.
- c. Experience with distance learning methodologies. Includes experience with supporting distance learning technology.
- d. Experience successfully managing and supervising employees with various labor categories and skills.
- e. Experience implementing innovative approaches to fulfilling requirements of current technologies.
- f. Experience in technical leadership and guidance of operational tasks, including review of work products for compliance with industry-accepted standards.
- g. Experience providing clear, technical guidance and direction to staff which lead to resolving difficult-to solve technical problems.
- h. Experience in prioritizing and managing work to critical project timelines in a fast-paced environment.
- i. Experience developing new approaches to complex design problems.
- j. Experience translating requirements into project plans and milestones, directing and implementing plans, and presenting formal project status/plan briefings to the government managers.
- k. Demonstrated communication skills required, with experience briefing executive personnel.

### **H.2.4 IMS - PROJECT MANAGER / TASK LEAD**

The IMS-Project Manager/Task Lead shall have the following:

- a. Successful management of complex IT projects/operations of a nature similar in size and scope to IMS.
- b. Successfully managed proposed approach to IMS.

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- c. Knowledge and/or experience in managing projects within environments similar to the IMS environment.

It is desirable that the IMS-Project Manager/Task Lead has the following:

- a. Experience with EVM.
- b. Knowledge and experience in Enterprise operations and consolidation. Includes knowledge and experience in system development lifecycle processes.
- c. Successfully managing and supervising employees of various labor categories and skills.
- d. The ability to implement innovative approaches to fulfilling requirements of current technologies.
- e. Technical leadership and guidance of operational tasks, including review of work products for compliance with industry-accepted standards.
- f. Providing clear, technical guidance and direction to staff which lead to resolving difficult-to-solve technical problems.
- g. Managing various assignments while prioritizing daily operational issues.
- h. Translating requirements into project plans and milestones, directing and implementing plans, and presenting formal project status/plan briefings to the Government managers.
- i. Demonstrated communication skills required, with experience briefing executive personnel.

### **H.2.5 ENTERPRISE INFORMATION ASSURANCE MANAGER**

The Enterprise Information Assurance Manager shall have the following:

- a. Computer information system security professional (minimum IASEA Level II).
- b. Experience with applying DOD / Army Security Management and Security Engineering policy guidance and directives to both hardware and software-centric environments.
- c. Single Scope Background Investigation (SSBI)

It is desirable that the Enterprise Information Assurance Manager have the following:

- a. Experience with applying security principles and best practices in a Microsoft .NET and Oracle environment.
- b. Experience with implementing the Microsoft Security Development Lifecycle.
- c. Experience with current and emerging information assurance enterprise security practices.
- d. Experience with developing, testing, and sustaining a secure solution in a changing environment.
- e. Experience managing a team that will develop and implement enterprise security policies and practices.
- f. Experience with DIACAPs, vulnerability assessments, IAVA reporting, and IA problem resolution.
- g. Experience conveying complex information assurance data to a wide variety of government audiences.

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- h. Demonstrated communication skills required, with experience briefing executive personnel.

### **H.2.6 KEY PERSONNEL SUBSTITUTION**

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance. Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6, Termination (Cost Reimbursement) and FAR 52.249-8, Default (Fixed-Price Supply and Service).

### **H.4 CONTRACTOR TRAINING**

The Contractor shall supply and bear all training costs (e.g., salary, tuition, course materials, travel, per diem, etc.) to ensure the technical currency of its employees on commercially available applications in order to accomplish the tasks under this TO.

In order to satisfy many of the requirements contained in this task order, meeting the commercial certification standards outlined in AR 25-2 and DODD 8570 (<http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf>) shall be required. The Contractor shall supply and bear all training and certification costs (salary, tuition, course materials, testing fees, travel, per diem, etc.) for its employees.

#### **Certifications required per 8570.01-M include:**

	<b>Level I</b>	<b>Level II</b>	<b>Level III</b>
<b>IAT</b>	A+, Network+, SSCP	GSEC, Security+, SCNP, SSCP	CISA, GSE, SCNA, CISSP
<b>IAM</b>	CAP, GISF, GSLC, Security+	CAP, GSLC, CISM, CISSP	GSLC, CISM, CISSP
<b>IASAE</b>	CISSP	CISSP	CISSP-ISSEP, CISSP-ISSAP
<b>CND Infrastructure / CND Incident</b>			
<b>GCIA, CEH</b>	SSCP, CEH	GCIH, CSIH, CEH	CISA, GSNA, CEH
<b>CND-SP Manager: CISSP-ISSMP, CISM</b>			

Additional platform-specific certifications (Microsoft .NET, Oracle, VM, etc.) are also required for the personnel working on those systems.

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Contractor personnel certification shall be recorded and archived for Government inspection; certification documentation shall additionally be uploaded by the contractor to the Army Training and Certification Tracking System (ATCTS).

Contractor personnel who do not have adequate and current certifications will be denied access to DOD information systems for the purpose of performing information assurance functions.

### **H.5 GOVERNMENT-FURNISHED PROPERTY (GFP)**

The Government will provide minimal property at the contractors' facility. The contractor shall provide any required office space, furniture, and communication (voice, data) capabilities for those personnel who will be performing the subtasks stated in this TO at a contractor facility. The contractor shall be responsible for providing the material, tools, and staff to install a local area network and the necessary communications to establish connectivity to the internet.

If property is furnished to the contractor, it shall be in accordance with FAR Part 45.

#### **H.5.2 GOVERNMENT-FURNISHED INFORMATION (GFI)**

The Government will provide access to Government-owned, contractor technical documentation, software images, and executable software programs necessary to maintain and enhance the current baseline.

### **H.7 SECURITY CONSIDERATIONS**

#### **H.7.2 INFORMATION ASSURANCE**

##### **H.7.2.1 INFORMATION ASSURANCE TRAINING**

The contractor shall adhere to the training and certification requirements of DOD 8570.01 and the Army Best Business Practice (BBP) for IA Training and Certification.

All contractor personnel with access to a Government information system shall be registered in the Army Training Certification Tracking System (ACTCS) at commencement of performance and shall successfully complete the DOD Information Assurance Awareness training prior to access to the information system and then annually during TO performance.

The contractor shall ensure that all personnel that require elevated permissions or privileged access to resources and data on the Army's LandWarNet shall complete IAT Level I training and certification as described in DODD 8570.01-M, AR 25-2, and the Implementation of IA BBP training and certification ([https://atc.us.army.mil/iastar/docs/Training\\_BBp.pdf](https://atc.us.army.mil/iastar/docs/Training_BBp.pdf), requires CAC and IASTAR account for access).

#### **H.7.3 SECURITY CLEARANCES**



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### **H.7.3 SECURITY CLEARANCES**

The contractor shall ensure that personnel, assigned to the execution of this TO that require access to the Army's LandWarNet shall meet the following security clearance requirement, in accordance with the DD254 (Section J, Attachment D) prior to accessing the Army's LandWarNet: Users must have a favorable completion of a National Agency Check (NAC) (current within 180 days). They shall also initiate a Single Scope Background Investigation (SSBI) and must have a favorable review of Standard Form (SF) 85P "Questionnaire for Public Trust Positions" and SF 86 "Questionnaire For National Security Positions" and "Supplemental Questionnaire." This equates to a SECRET Clearance.

### **H.7.4 FACILITY ACCESS**

All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete Anti-Terrorism (AT) Level 1 awareness training within 30 calendar days after performance inception. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the COR within seven calendar days after completion of training. AT Level 1 awareness training is available at the following website: <https://atlevel1.dtic.mil/at>.

Contractor and all associated subcontractor personnel shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures. The contractor shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor personnel shall comply with all personal identity verification requirements as directed by DOD, HQDA, and local installation or facility policy. Should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security processes or procedures.

When applicable, the contractor shall arrange with the COR procedures for means of access to premises, delivery and storage of materials and equipment, use of approaches, use of corridors, stairways, elevators, and similar matters. Any requests received by the contractor to change the sequence or scope of this access shall be referred to the CO.

#### **H.7.4.1 WORK ON A GOVERNMENT SITE**

In performing work under this TO on a Government installation or in a Government building, the contractor shall fully comply with local military installation, city, state and Federal laws, regulations and/or ordinances pertinent to performance of the contractual services required under this TO.

Specifically, the contractor shall:

- a. Conform to the specific safety requirements established by this task order.

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- b. Observe all rules and regulations issued by the installation's senior official pertaining to fire, safety, sanitation, severe weather, admission to the installation, conduct not directly addressed in this TO.
- c. Take all reasonable steps and precautions to prevent accidents and preserve the life and health of contractor and Government personnel connected in any way with performance under this TO.
- d. Take such additional immediate precautions as the CO, COR, or TPOC may reasonably require for safety and accident prevention purposes.
- e. Conform to all security requirements as specified in the TO.

### **H.7.5 PHYSICAL SECURITY**

The contractor shall provide for the physical security of all contractor-controlled CCI in accordance with DA PAM 25-380-2, AR 190-13 (The Army Physical Security Program) and AR 190-51 (Security of Unclassified Army Property). This requirement includes project administration as well as physical security of hardware in the contractor's custody for purposes of initial issue, sustainment, or final disposal.

## **H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS**

### **H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST**

If the contractor has or is currently providing support or anticipates providing support to DLP, IMS, ITII&R, and PD RCAS that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any subcontractors, consultants, or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

### **H.9.2 NON-DISCLOSURE REQUIREMENTS**

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- a. Execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment E) prior to the commencement of any work on the TO, and
- b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

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All proposed replacement contractor personnel also must submit an NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

### **H.11 SMALL BUSINESS PARTICIPATION**

Per FAR 52.219-8 Utilization of Small Business Concerns, the Government is committed to ensuring that HUBZone, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns are provided maximum practicable opportunity to participate as subcontractors in the performance of this TO.

Accordingly, the goals for Contractors' planned subcontracting dollars on this TO, annually, over the PoP are as follows:

<b>SMALL BUSINESS (Total)</b>	<b>10 percent</b>
HUBZone Small Business	1__ percent
Small Disadvantaged Business	1__ percent
Women-Owned Small Business	2__ percent
Veteran-Owned Small Business	3__ percent
Service-Disabled Veteran-Owned Small Business	3__ percent

### **H.14 SECTION 508 COMPLIANCE REQUIREMENTS**

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

### **H.16 COST ACCOUNTING SYSTEM**

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

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### **H.18 PURCHASING SYSTEMS**

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a TO the CO shall review the validity of the contractor's provided Defense Contract Management Agency's (DCM) or other federal audit agencies, validation status of the purchasing system. Thereafter, the contractor is required to certify to the CO no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the CO within 10 workdays from the date the results are known to the contractor.

### **H.19 EARNED VALUE MANAGEMENT SYSTEM (EVM)**

The Contractor shall employ EVM in the management of this TO. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. Generally, the Government will not require EVM to be applied against level of effort (LOE) tasks or firm-fixed price (FFP) activities. The contractor's system shall meet the guidelines and be maintained in accordance with the requirements for EVMS as described in this TO, under DFARS Clauses 252.234-7001 and 7002. The qualities and operating characteristics of earned value management systems are described in American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748, Earned Value Management Systems. A copy of the standard is available from Global Engineering Documents (1-800-854-7179), and will explain all variances greater than 10%, based on work accomplished as of the date of the report, whether the performance goals will be achieved, and discuss the corrective actions that will be taken to correct the variances and the risk associated with the actions. Reports may be tailored to meet operational requirements upon approval by the Government.

### **H.23 TRAVEL**

Travel can be CONUS or OCONUS.

#### **H.23.1 TRAVEL REGULATIONS**

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.
- b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DOD) Civilian Personnel, Appendix A - prescribed by the DOD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

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- c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

### **H.23.2 TRAVEL AUTHORIZATION REQUESTS**

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Joint Travel Regulations (JTR).

Requests for travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by traveler.
- d. Identify the TO number.
- e. Identify the CLIN and Interagency Agreement account associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

### **H.23.3 AFTER ACTION REPORTS (AAR)**

The Government will identify the need for an AAR when a request for travel is submitted or after participating in a meeting, discussion, conference, seminar, training, event, etc. The contractor shall retain a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, duration of trip, lodging costs, transportation costs, Meals Incidentals and Expenses (MI&E) costs, other costs (describe costs identified as other costs), and POC at travel location.

### **H.24 TOOLS AND ODCs**

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

RIP from the COR or an approved CTP from the CO and without complying with the requirements of section H.25 below.

### **H.25 COMMERCIAL SOFTWARE AGREEMENTS**

**H.25.1** The Government understands that commercial software tools that may be purchased in furtherance of this Task Order as described in section H.24 and as contemplated in the Tools and ODC CLINs in section B.7 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Software Agreements"). The parties acknowledge that the FAR clause at 12.212(a) requires the Government to procure such tools and their associated documentation under such Software Agreements to the extent such Software Agreements are consistent with Federal law.

**H.25.2** In order to ensure that the Software Agreements are consistent with Federal law, the contractor shall not make any purchase contemplated in section H.24 above without first securing the consent of the licensor of such software tools to amend the Software Agreements in accordance with the Amendment clause set forth in section H.25.4 below. The contractor shall submit documentary evidence of such consent as part of its technical proposal.

**H.25.3** The requirements of this section H.25 apply only to those commercial software tools newly purchased under this Task Order; they do not apply to software furnished as GFI/GFE (if any). Further, they apply only to those Software Agreements that define the Government as the licensee or are intended to be transferred or assigned to the Government, with the Government becoming the licensee, at the end of this Task Order.

**H.25.4** As used in the Amendment clause, the term "this Agreement" refers to each Software Agreement. The relevant definitions and the capitalization of terms (e.g., Licensee, Licensor, Software, Agreement) may be adjusted as necessary to match the nomenclature of the Software Agreement.

#### Amendment

For Federal Government Licensees, this Agreement is hereby amended as follows:

1. ***Dispute resolution and governing law:*** Any arbitration, mediation or similar dispute resolution provision in this Agreement is hereby deleted. This Agreement shall be governed by and interpreted and enforced in accordance with the laws of the United States of America, and dispute resolution shall take place in a forum, and within the time period, prescribed by applicable federal law. To the extent permitted by federal law and then only to the extent not pre-empted by federal law, the laws of the state specified in this Agreement (excluding its choice of law rules) will apply. No equitable or injunctive relief, and no shifting of legal fees or costs, may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.

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2. ***Indemnification:*** Any provisions in this Agreement requiring any Federal Government Licensee to indemnify any party are hereby deleted and shall not apply. Any provisions requiring the licensor to indemnify the Federal Government Licensee shall be revised to state that such indemnification, and the conduct and/or settlement of any applicable proceedings, shall be subject to 28 USC 516.

3. ***Changes in templates:*** This Agreement shall apply in the version attached hereto. Subsequent updates to or changes in the licensor's standard commercial templates for such agreements shall not be binding on the Federal Government Licensee, except by prior express written agreement of both parties.

4. ***Fees, taxes and payment:*** If the Software is licensed as part of a separate Government contract between the Federal Government Licensee and a prime contractor, the provisions of such contract regarding fees, taxes and payment shall supersede any provisions of this Agreement regarding same. Notwithstanding the foregoing: (a) express written agreement of the Federal Government Licensee shall be required prior to (i) any extension or renewal of this Agreement or the associated fees or (ii) any change in the fees; (b) late payments shall be governed by the Prompt Payment Act and the regulations at 5 CFR 1315; and (c) no cost of collection on delinquent invoices may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.

5. ***Assignment:*** Licensor may not assign this Agreement or its rights or obligations thereunder, in whole or in part, except in accordance with the procedures set forth in FAR subparts 32.8 and/or 42.12, as applicable.

6. ***No waiver of liability or cause of action:*** Any provision requiring the Federal Government Licensee to agree to waive or otherwise not to pursue any claim against the licensor it may otherwise have is hereby deleted. Without limiting the generality of the foregoing, the parties agree that nothing in this Agreement, including but not limited to the limitation of liability clauses, in any way grants the licensor a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law and that no clause restricting users' statements shall be read to restrict the Federal Government Licensee's ability to pursue any course of action otherwise permitted by federal law, regulation, or policy, including without limitation making public statements in connection with any suspension or debarment action.

7. ***Audit:*** Any clauses in this Agreement allowing for an audit of the Federal Government Licensee's records or information systems, or verification of its compliance with this Agreement generally, shall be subject to the Federal Government Licensee's requirements pertaining to security matters, including without limitation clearances to be held and non-disclosure agreements to be executed by auditors, badging or escorting requirements for access to premises,

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

and other applicable requirements. Any over-use identified in an audit shall be referred to the prime contractor or the Federal Government Licensee's contracting officer (as applicable) for action. No audit costs may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.

8. ***Compliance with laws:*** The parties acknowledge that the United States, as a sovereign, is subject to the laws of the United States. Nothing in this Agreement shall be interpreted to imply consent by any Federal Government Licensee to submit to the adjudicative or enforcement power of any regulatory, administrative, or judicial authority of, or the application of the laws of, another jurisdiction. Any provision inconsistent with applicable federal law that is not listed above is hereby deemed omitted from this Agreement to the extent of such inconsistency.

9. ***Third party terms:*** Any third party licensing terms associated with third-party software components or products embedded in or otherwise provided with the Software shall be deemed amended in accordance with sections 1-8 above.

### **H.26 INTELLECTUAL PROPERTY RIGHTS**

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in section H.25, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

### **H.27 AWARD FEE**

See the Award Fee Determination Plan in Section J, Attachment J.

#### **H.27.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE**

The award fee dollar pool will be established on execution of the TO. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost for one Base Period and four Option Periods. The amount of Award Fee is established at award and cannot exceed \_\_\_\_% over the life of the order.

The Government AFDO will, at the conclusion of each specified evaluation period, evaluate the contractor's performance for a determination of award fee earned. The determination of the award fee amount and the methodology for determining the award fee are unilateral decisions made solely at the discretion of the Government.



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The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) (Section H.26.3). The Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten workdays after the end of the period being evaluated may be given consideration as deemed appropriate by the Award Fee Evaluation Board (AFEB). Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this TO.

### **H.27.2 AWARD FEE DETERMINATION PLAN (AFDP)**

An AFDP will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the TO request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT 15 workdays after award date. The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor 15 workdays prior to the start of the evaluation period to which the change will apply. The AFDP may be re-evaluated each evaluation period with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

### **H.27.3 DISTRIBUTION OF AWARD FEE**

The Award Fee will be distributed in accordance with the AFDO determination and the AFDP (Section J, Attachment J).

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the “changes” clause or other pertinent provisions of the TO, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

### **H.28 CONTRACTOR IDENTIFICATION**

As stated in 48 CFR 211.106, Purchase Descriptions for Service Contracts, contractor personnel shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and by displaying distinguishing badges or other visible identification for meetings with Government personnel. Contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

### **H.29 OPTION TO EXTEND THE TERM OF THE CONTRACT (FAR 52.217-9)**

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

(a) The Government may extend the term of this contract by written notice to the Contractor within 1 day; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 45 days before the contract expires. The preliminary notice does not commit the Government to an extension.

### **H.30 DATA RIGHTS**

The contractor acknowledges that all deliverables developed at the expense of the Government during the period of performance are the property of the Government. The contractor shall transfer to the Government all intellectual property which was developed, purchased on behalf of, or provided by the Government under the performance of this TO.

All products and data developed under this TO shall be delivered with unlimited usage rights, as defined in DFARS clause 252.227.7013, 7014, and 7017.

### **H.31 DATA INTEGRITY**

The following refers to willful, malicious destruction of data and not moving, updating, storing, and manipulating data in the course of everyday official operations. At the completion of the TO or any other time during the period of performance, the contractor shall not remove, change, or manipulate data, files, computer code, operating systems, and other information residing on any Government or contractor-owned/provided media storage device in the use and care of the contractor for this TO without the expressed written authorization by the CO or the COR. Failure of the contractor to comply with this clause may subject the Contractor to breach of contract, criminal civil penalties, criminal charges, or all three.

### **H.32 VALUE ENGINEERING**

Value engineering is defined as, "an analysis of the functions of a program, project, system, product, item of equipment, building, facility, service, or supply of an executive agency, performed by qualified agency or contractor personnel, directed at improving performance, reliability, quality, safety, and life cycle costs."

Value engineering is a systematic process of function analysis to identify actions that reduce cost, increase quality, and improve mission capabilities across the entire spectrum of a client's systems, processes, and organizations. Value engineering provides an incentive for Government and the contractor to improve the joint value proposition by promoting innovation and creativity. Innovative value engineering proposals seek best value solutions as part of a successful business relationship. The contractor shall continually investigate ways to provide innovation and cost savings for RCAS and use the provisions in the Value Engineering Change Proposal (VECP). A VECP is a proposal submitted to the Government by the contractor in accordance with the Value Engineering clause in the task order (see Section I). The VECP proposes a change that, if accepted and implemented, provides an eventual, overall cost savings to the Government. A VECP, for example, may consolidate multiple servers into a single device reducing maintenance costs and increasing reliability. Contractors can refer to SD-24, Value

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

Engineering: A Guidebook of Best Practices and Tools, dated June 13, 2011, and refer to the following website: <https://acc.dau.mil/CommunityBrowser.aspx?id=452803>.

### **H.33 REGULATORY**

All work performed under this TO shall comply with applicable DOD, DA, ARNG, and USAR regulations and policies. At the direction of the Government, the contractor shall attend meetings and conferences to ascertain the impact of new, revised, or amended Government regulation and policy requirements.

#### **H.33.1 ARMY REGULATIONS**

Army Pamphlet 25-1-1  
Information Management: Information Technology Support and Services  
October 25, 2006

AR 25-1  
Army Knowledge Management and Information Technology  
July 15, 2005

AR 25-2  
Information Assurance  
August 3, 2007

AR 70-1  
Army Acquisition Policy  
December 31, 2003

AR 190-13  
The Army Physical Security Program  
September 30, 1993

AR 380-5  
Department of the Army Information Security Program  
September 29, 2000

AR 380-40  
Policy for Safeguarding and Controlling Communications Security (COMSEC) Material  
June 30, 2000, For Official Use Only (FOUO)

AR 380-67  
Personnel Security Program  
September 9, 1988

AR 710-2  
Supply Policy Below the National Level

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

July 8, 2005

AR 735-5

Policies and Procedures for Property Accountability

February 28, 2005

### **H.33.2 DEPARTMENT OF DEFENSE DIRECTIVES, INSTRUCTIONS, STANDARDS, AND MANUALS**

DOD Instruction 5000.2

Operation of the Defense Acquisition System

May 12, 2003

DOD Directive 5200.2

DOD Personnel Security Program

April 9, 1999

DOD 5200.1-R

Information Security Program

January 14, 1997

DOD 5220.22-M

National Industrial Security Program Operating Manual

February 28, 2006

DOD Directive 8500.1

Information Assurance

October 24, 2002

DOD Directive 8500.2

Information Assurance Implementation

February 6, 2003

DOD 8570.01-M

Information Assurance Training, Certification, and Workforce Management

December 19, 2005

Interim Department of Defense (DOD) Information Assurance Certification and Accreditation (C&A) Process (DIACAP)

July 6, 2006

DOD Instruction 8580.1

Information Assurance (IA) in the Defense Acquisition System

July 9, 2004

DOD Instruction 8520.2

Task Order # GST0013AJ0065

Modification PS18

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

Public Key Infrastructure (PKI) and Public Key (PK) Enabling  
April 1, 2004

### **H.33.3 OTHER REFERENCES**

American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard 649  
National Consensus Standard for Configuration Management  
February 1, 1999

American National Standards Institute (ANSI)/ American Society for Quality Control (ASQC)  
Z1.4-1993

Clinger-Cohen Act of 1996 (formerly known as the Federal Acquisition Reform Act of 1996  
(FARA)

Government Performance and Results Act (GPRA) of 1993  
Information Technology Management Reform Act of 1996 (ITMRA)

Executive Order 12958  
Classified National Security Information  
April 1995 – Amended by EO 12972 (September 1995) and EO 13142 (November 1999)

Federal Acquisition Regulation (FAR) Volume I and Volume II  
ISSUED MARCH 2005

FIPS PUB 140-2  
Security Requirement for Cryptographic Modules  
October 10, 2001

FIPS PUB 186-2  
Digital Signature Standard (DSS)  
October 5, 2001

FIPS PUB 186-3  
Data Signature Standard  
March 2006

Institute of Electrical and Electronics Engineers (IEEE)/EIA 12207  
Information Technology – Software Life Cycle Processes  
May 27, 1998

Information Assurance Technical Guidance Framework (IATF)  
Release 3.1  
September, 2002

Military Handbook (MIL-HDBK)-61A

Task Order # GST0013AJ0065  
Modification PS18

## SECTION H – SPECIAL CONTRACT REQUIREMENTS

Configuration Management Guidance  
February 18, 2001

OMB Circular A-130  
Management of Federal Information Resources (Transmittal Memorandum #4)  
November 2000

Privacy Act of 1974 and Amendments  
January 2, 1991

TB 380-41  
Security Procedures for Safeguarding, Accounting and Supply Control of COMSEC Material  
September 29, 1995, FOUO

US Code, Title 10  
Armed Forces  
January 23, 2000

US Code, Title 32  
National Guard  
January 23, 2000

Army Information Assurance Program Best Business Practices (BBPs)

### **H.34 RELEASE OF NEWS INFORMATION**

No news release (including photographs, films, and public announcements) on any part of the subject matter of this order or any phase of any program hereunder shall be made without prior approval of the CO. This restriction does not apply to marketing materials developed for presentation to potential government customers of this order vehicle.

## SECTION I – CONTRACT CLAUSES

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

### **I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

Clause No	Clause Title	Date
52.216-8	Fixed Fee	(Jun 2011)
52.217-8	Option to Extend Services Fill-In Date: Six (6) Months	(Nov 1999)
52.217-9	Option to Extend the Term of the Contract	(Mar 2000)
52.227-17	Rights in Data Special Works	(Jun 1987)
52.219-8	Utilization of Small Business Concerns	(Jan 2011)
52.224-1	Privacy Act Notification	(Apr 1984)
52.224-2	Privacy Act	(Apr 1984)
52.227-21	Technical Data Declaration	(Jan 1997)
52.232-18	Availability of Funds	(Apr 1984)
52.232-20	Limitation of Costs	(Apr 1984)
52.244-2	Subcontracts	(Oct 2010)
52.244-6	Subcontracts for Commercial Items	(Dec 2010)
52.248-1	Value Engineering	(Oct 2010)
52.249-2	Termination for Convenience (Firm Fixed Price)	(May 2004)
52.249-6	Termination for Convenience (Cost Reimbursement)	(May 2004)
52.249-6	Alternate IV	(Sept 1996)
52.251-1	Government Supply Sources	(Aug 2010)

### **I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE**

The full text of a provision may be accessed electronically at:

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

Clause No	Clause Title	Date
552.232.25	Prompt Payment	(Nov 2009)

## SECTION I – CONTRACT CLAUSES

### **I.15 DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES INCORPORATED BY REFERENCE**

The full text of a provision may be accessed electronically at:

Defense Procurement website: [www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html](http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html)

<b>Clause No</b>	<b>Clause Title</b>	<b>Date</b>
252.204-7004	Alternate A, Central Contractor Registration	(Sep 2007)
252.227-7013	Rights in Technical Data - Noncommercial Items	(Mar 2011)
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation	(Mar 2011)
252.227-7016	Rights in Bid or Proposal Information	(Jan 2011)
252.227-7019	Validation of Asserted Restrictions - Computer Software	(Jun 1995)
252.227-7028	Technical Data or Computer Software Previously Delivered to the Government	(Jun 1995)
252.242-7001	Notice of Earned Value Management System	(Mar 2005)
252.242-7002	Earned Value Management System	(Mar 2005)
252.246-7001	Warranty of Data	(Dec 1991)



## SECTION J – LIST OF ATTACHMENTS

### **J.1 LIST OF ATTACHMENTS**

<b>Attachment</b>	<b>Title</b>
A	COR Appointment Letter
B	Acronym List
C	Product Accessibility Report
D	DD 254 (electronically attached)
E	Non-Disclosure Agreement
F	Problem Notification Report
G	Travel Authorization Template (electronically attached)
H	Consent to Purchase Template (electronically attached)
I	Request to Initiate Purchase Template (electronically attached)
J	Award Fee Determination Plan (AFDP)
K	Service Level Agreement/Performance Metrics
L	Quality Assurance Surveillance Plan (QASP)
M	PEO EIS Organization Chart (electronically attached)
N	RCAS Organization Structure (electronically attached)
O	RCAS Baseline (Hardware Baseline, COTS Baseline (electronically attached))
P	High Level RCAS Development and Test Hardware Environment (electronically attached)
Q	RCAS System Overview (electronically attached)
R	RCAS Product Baseline (electronically attached)
S	RCAS Training Environment (electronically attached)
T	RCAS Source Lines of Code (electronically attached)
U	RCAS COOP (electronically attached)
V	Open RCAS ECPs (electronically attached)
W	RCAS Help Desk Tickets (electronically attached)
X	RCAS Historical Field Support Travel (electronically attached)
Y	RCAS Software Tools
Z	RCA Level of Effort and Environment Metrics
AA	RCAS and DLP Survey Report (electronically attached)
AB	DLP Baseline (electronically attached)
AC	DLP Help Desk Tickets (electronically attached)
AD	DLP Classroom Map (electronically attached)
AE	DLP Classroom Layouts (AV600, AV650, AV800, MDLC) (electronically attached)
AF	DLP Classroom Matrix (electronically attached)
AG	IMS System Accreditation Status (electronically attached)
AH	IMS Software Development Lifecycle (electronically attached)
AI	Open IMS ECPs (electronically attached)
AJ	IMS Organization Chart (electronically attached)
AK	IMS System Environment (electronically attached)
AL	IMS Application Toolsets (electronically attached)

SECTION J – LIST OF ATTACHMENTS

<b>Attachment</b>	<b>Title</b>
AM	ITII&R Weekly Status Report (electronically attached)
AN	ITII&R Site Installation Report (electronically attached)
AO	AFRC As Built Diagrams (Small, Medium, Large) (electronically attached)
AP	Labor Invoice Template (electronically attached)
AQ	Tools Invoice Template (electronically attached)
AR	Travel Invoice Template (electronically attached)
AS	ODC Invoice Template (electronically attached)
AT	Surge Support (C.5.10 Task 10) Examples
AU	Project Staffing Plan Template (To be removed at TOA)
AV	Key Personnel Qualification Matrix (To be removed at TOA)
AW	Past Performance Questionnaire (To be removed at TOA)

## SECTION J – LIST OF ATTACHMENTS

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT A

COR Appointment Letter

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT B

**ACRONYMS**

AAR	After Action Report
AC	Actual Cost
AFDO	Award Fee Determining Official
AFDP	Award Fee Determination Plan
AFTP	Additional Flight Training Periods
AGM	Army Gold Master
AKO	Army Knowledge Online
ANSI	American National Standards Institute
ARNG	Army National Guard
ATEC	Army Test & Evaluation Command
ATIA	Army Training Information Architecture
ATO	Authority to Operate
BBP	Best Business Practice
BPI	Business Process Improvement
BPM	Business Process Model
C2	Command and Control
C3	Command, Control and Communications
C4	Command, Control, Communications, and Computer
CAC	Common Access Card
CAF	Contract Access Fee
CBT	Computer Based Training
CERT	Computer Emergency Response Team
CHESS	Computer Hardware, Enterprise Software and Solutions
CLIN	Contract Line Item Number
CLR	Command Level Representative
CM	Configuration Management
CMAS	Checklist Management Automated Systems
CO	Contracting Officer
CO-LAB	Co-Laboratory
CONUS	Continental United States
COOP	Continuity of Operations
COR	Contracting Officer Representative
COTS	Commercial-Off-The-Shelf
CoN	Certificate of Networthiness
CPAF	Cost Plus Award Fee
CPFF	Cost Plus Fixed Fee
CPI	Cost Performance Index
CRM	Customer Relationship Management
CSM	Consolidated Software Maintenance
CTP	Consent To Purchase
CV	Cost Variance
DA	Department of the Army
DAL	Data Accession List
DARTS	Deployment and Reconstitution Tracking Software

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DBA	Database Administrator
DFAR	Defense Federal Acquisition Regulation
DFAS	Defense Financial Accounting System
DIACAP	Defense Information Assurance Certification and Accreditation Process
DID	Data Item Description
DLP	Distance Learning Project
DMD	Deployment Manning Document
DOD	Department of Defense
DT&E	Developmental Test & Evaluation
EAC	Estimated cost At Completion
ECP	Engineering Change Proposals
EDW	Enterprise Data Warehouse
EIA	Electronic Industries Alliance
EIT	Electronic and Information Technology
ETC	Estimate to Completion
EV	Earned Value
EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FATS	Field Accident Table System
FEDSIM	Federal Systems Integration and Management Office
FFP	Firm Fixed Price
FGDC	Federal Geographic Data Committee
FLPP	Foreign Language Proficiency Pay
FMO	Facilities Maintenance Officer
FSC	Federal Service Code
FTR	Federal Travel Regulations
FTS	Full Time Support
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GFP	Government Furnished Property
GOTS	Government-Off-The-Shelf
GKO	Guard Knowledge Online
GSA	General Services Administration
HLS	Homeland Security
HP	Hewlett Packard
HRC	Army Human Resource Command
IA	Information Assurance
IAAS	Infrastructure as a Service
IAVA	Information Assurance Vulnerability Alert
IAW	In accordance with
IDE	Integrated Data Environment
IDB	Integrated Database
IDT	Inactive Duty Training
IE	Information Exchange
IMS	Information Management Systems
IN	Indiana

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IPR	In Progress Reports
IPPS-A	Integrated Pay and Personnel System-Army
ISO	International Organization for Standardization
IT	Information Technology
ITII&R	IT Infrastructure Integration and Refresh
ITRCB-WG	Information Technology Requirements Control Board Working Group
JFHQ	Joint Force Headquarters
JTA	Joint Technical Architecture
JTA-A	Joint Technical Architecture – Army
LAN	Local Area Network
MI&E	Meals, Incidentals and Expenses
MobFF	Mobilization Force File
MPDV	Mobilization Planning Data Viewer
MSC	Major Subordinate Command
NC	North Carolina
NCES	Net Centric Enterprise Services
NETCOM	Network Command
NGB	National Guard Bureau
NIPRNET	Non-secure Internet Protocol Router Network
NLT	No Later Than
NOC	Network Operations Center
MSR	Monthly Status Report
NSN	National Stock Number
NTE	Not to Exceed
OA	Organizational Authority
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental Unites States
ODC	Other Direct Cost
OT	Operational Test
OTC	Army Operational Test Command
PAAS	Platform as a Service
PEO EIS	Army Program Executive Office Enterprise Information Systems
PKI	Public Key Infrastructure
PM	Project Manager
PMP	Program Management Plan
PNR	Problem Notification Report
POAM	Plans of Action and Milestone
POC	Point Of Contact
POS	Permanent Order System
PS	Project Start
PV	Planned Value
QA	Quality Assurance
QCP	Quality Control Plan
OCAR	Office of the Chief of the Army Reserve
OR	Oregon
RC	Reserve Component

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RADPER	RCAS Authorization Data for Personnel
RCAS	Reserve Component Automation System
RCB	Requirements Control Board
RFO / IDT	Request for Orders / Inactive Duty
RIP	Request to Initiate Purchase
RMP	Readiness Management Period
RPAM	Retirement Points Accounting Management
SA	System Administrator
SAT	System Acceptance Test
SCORM	Shareable Courseware Object Reference Objective Model
SCP	Software Change Proposals
SDAP	Special Duty Assignment Pay
SDP	Software Development Plan
SDSFIE	Spacial Data Standards for Facilities, Infrastructure, and Environment
SFTP	Secure File Transfer Protocol
SIPRNET	Secret Internet Protocol Router Network
SLA	Service Level Agreement
SME	Subject Matter Expert
SOAP	Simple Object Access Protocol
SOH	Safety and Occupational Health
SOP	Standard Operating Procedure
SOW	Statement of Work
SPI	Schedule Performance Index
STANFINS	Standard Financial System
STE	Secure Test Environment
STIG	Security Technical Implementation Guide
SV	Schedule Variance
TA	Travel Authorization
TAPDB-G	Total Army Personnel Database-Guard
TEB	Technical Evaluation Board
TI	Technology Initiatives
TO	Task Order
TOA	Task Order Award
ToD	Tour of Duty
TOR	Task Order Request
TORT	Training and Operational Readiness Tracking
TPOC	Technical Point of Contact
UDDI	Universal Description Discovery and Integration
UIC	Unit Identification Code
UPS/CMS	Unit Personnel System/Command Management System
US	United States
USACAPOC	US Army Civil Affairs and Psychological Operations Command
USAR	US Army Reserve
USARC	US Army Reserve Command
VA	Virginia
VAC	Variance at Completion



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VTC	Video Teleconferencing
WBS	Work Breakdown Structure
WSDL	Web Services Description Language
XML	eXtensible Markup Language

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**SECTION 508 COMPLIANCE**

<b>Product Accessibility Template</b> <b>Contact for more Information: _____</b> <b>Date: _____</b>		
<i>Criteria</i>	Name of Product and Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		
Section 1194.22 Web-based internet information and applications		
Section 1194.23 Telecommunications Products		
Section 1194.24 Video and multi-media products		
Section 1194.25 Self-contained Products		
Section 1194.26 Desktop and Portable Computers		
Section 1194.31 Functional Performance Criteria		
<i>Criteria</i>	Name of Product and Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.		
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		
(g) Applications shall not override user-selected contrast and color selections and other individual display attributes.		
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.		
(i) Color-coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		

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(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages use scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for		

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TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to use the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies, which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
a) All analog television displays 13 inches and larger, and computer		

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equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product uses touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
(g) Color-coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a		

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frequency greater than 2 Hz and lower than 55 Hz.		
(j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		
(b) If a product uses touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		
<b><i>Criteria</i></b>	<b>Name of Product and Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		

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(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
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**DD 254**

**(Electronically Attachment)**



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**ATTACHMENT E**

**NON-DISCLOSURE AGREEMENT  
BETWEEN  
U.S. GENERAL SERVICES ADMINISTRATION (GSA)  
FEDERAL SYSTEMS INTEGRATION AND MANAGEMENT CENTER (FEDSIM)  
AND  
[CONTRACTOR]**

This agreement, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20XX (the "Effective Date"), is by and between GSA and [CONTRACTOR].

**WHEREAS**, [CONTRACTOR] and GSA FEDSIM have entered into [Contract No.], Task Order No. [INSERT] for services supporting the [CLIENT AGENCY AND PROGRAM/PROJECT NAME];

**WHEREAS**, [CONTRACTOR] is providing [DESCRIPTION, e.g., consulting/professional IT, engineering] services under the Task Order;

**WHEREAS**, the services required to support [PROGRAM/PROJECT NAME] involve certain information which the Government considers to be "Confidential Information"<sup>1</sup> as defined herein;

**WHEREAS**, GSA desires to have [CONTRACTOR]'s support to accomplish the Task Order services and, therefore, must grant access to the Confidential Information;

**WHEREAS**, [CONTRACTOR] through its work at a Government site may have access to Government systems or encounter information unrelated to performance of the Task Order which also is considered to be Confidential Information as defined herein;

**WHEREAS**, GSA on behalf of [CLIENT AGENCY] desires to protect the confidentiality and use of such Confidential Information;

**NOW, THEREFORE**, for and in consideration of the mutual promises contained herein, the parties agree as follows:

- 1. Definitions.** "Confidential Information" shall mean any of the following: (1) "contractor bid or proposal information" and "source selection information" as those terms are defined in 41 U.S.C. § 2101; (2) the trade secrets or proprietary information of other companies; (3) other information, whether owned or developed by the Government, that has not been previously made available to the public, such as the requirements, funding or budgeting data of the Government; and *for contracts/orders providing acquisition assistance*, this term specifically includes (4) past performance information, actual/proposed costs, overhead rates, profit, award fee determinations, contractor employee data of offerors/contractors, methods or procedures used to evaluate performance, assessments, ratings or deliberations developed in an evaluation process, the substance of any discussions or deliberations in an evaluation process, and any recommendations or decisions of the Government unless and until such decisions are publicly announced. This term is limited to unclassified information.
- 2. Limitations on Disclosure.** [CONTRACTOR] agrees (and the [CONTRACTOR] Task Order personnel must agree by separate written agreement with CONTRACTOR) not to distribute, disclose or disseminate Confidential Information to anyone beyond the personnel identified in the [ATTACHED ADDENDUM], unless authorized in advance by the GSA Contracting Officer in writing. The Contracting Officer and [CLIENT POC] will review the Addendum to ensure it includes only those individuals to be allowed access to the information. The Addendum, which may be updated from time to time, is approved when signed by the GSA Contracting Officer and [CLIENT POC].
- 3. Agreements with Employees and Subcontractors.** [CONTRACTOR] will require its employees and any subcontractors or subcontractor employees performing services for this Task Order to sign non-disclosure

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<sup>1</sup> This does not denote an official security classification.

**SECTION J – LIST OF ATTACHMENTS**  
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agreements obligating each employee/subcontractor employee to comply with the terms of this agreement. [CONTRACTOR] shall maintain copies of each agreement on file and furnish them to the Government upon request.

4. **Statutory Restrictions Relating to Procurement Information.** [CONTRACTOR] acknowledges that certain Confidential Information may be subject to restrictions in Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. § 2104), as amended, and disclosures may result in criminal, civil, and/or administrative penalties. In addition, [CONTRACTOR] acknowledges that 18 U.S.C. § 1905, a criminal statute, bars an employee of a private sector organization from divulging certain confidential business information unless authorized by law.
5. **Limitations on Use of Confidential Information.** [CONTRACTOR] may obtain Confidential Information through performance of the Task Order orally or in writing. These disclosures or this access to information is being made upon the basis of the confidential relationship between the parties and, unless specifically authorized in accordance with this agreement, [CONTRACTOR] will:
  - a) Use such Confidential Information for the sole purpose of performing the [PROGRAM/PROJECT] support requirements detailed in the Task Order and for no other purpose;
  - b) Not make any copies of Confidential Information, in whole or in part;
  - c) Promptly notify GSA in writing of any unauthorized misappropriation, disclosure, or use by any person of the Confidential Information which may come to its attention and take all steps reasonably necessary to limit, stop or otherwise remedy such misappropriation, disclosure, or use caused or permitted by a [CONTRACTOR] employee.
6. **Duties Respecting Third Parties.** If [CONTRACTOR] will have access to the proprietary information of other companies in performing Task Order support services for the Government, [CONTRACTOR] shall enter into agreements with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished. [CONTRACTOR] agrees to maintain copies of these third party agreements and furnish them to the Government upon request in accordance with 48 C.F.R. § 9.505-4(b).
7. **Notice Concerning Organizational Conflicts of Interest.** [CONTRACTOR] agrees that distribution, disclosure or dissemination of Confidential Information (whether authorized or unauthorized) within its corporate organization or affiliates, may lead to disqualification from participation in future Government procurements under the organizational conflict of interest rules of 48 C.F.R. § 9.5.
8. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous oral or written representations with regard to protection of Confidential Information in performance of the subject Task Order. This Agreement may not be modified except in writing signed by both parties.
9. **Governing Law.** The laws of the United States shall govern this agreement.
10. **Severability.** If any provision of this Agreement is invalid or unenforceable under the applicable law, the remaining provisions shall remain in effect.

In accordance with Public Law No. 108-447, Consolidated Act, 2005, the following is applicable:

These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958; section 7211 of title 5, United States Code (governing disclosures to Congress); section 1034 of title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); section 2302(b)(8) of title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.) (governing disclosures that could

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expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including sections 641, 793, 794, 798, and 952 of title 18, United States Code, and section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. 783(b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive order and listed statutes are incorporated into this agreement and are controlling.

- 11. Beneficiaries.** If information owned by an individual or entity not a party to this agreement is disclosed or misappropriated by [CONTRACTOR] in breach of this agreement, such information owner is a third party beneficiary of this agreement. However, nothing herein shall create an independent right of action against the U.S. Government by any third party.

IN WITNESS WHEREOF, GSA and [CONTRACTOR] have caused the Agreement to be executed as of the day and year first written above.

UNITED STATES GENERAL SERVICES ADMINISTRATION

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contracting Officer

[CONTRACTOR]

\_\_\_\_\_  
Name\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\*Person must have the authority to bind the company.

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**PROBLEM NOTIFICATION REPORT**

TASK ORDER NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_

1. Nature and sources of problem:
2. COR was verbally notified on: (date) \_\_\_\_\_
3. Is action required by the Government? Yes\_\_\_\_\_ No\_\_\_\_\_
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes\_\_\_\_\_ No\_\_\_\_\_
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

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Travel Authorization Template

(electronically attached .xls)

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Consent to Purchase Template

(electronically attached .xls)

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Request to Initiate Purchase Template

(electronically attached)

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**AWARD FEE DETERMINATION PLAN**  
**For**  
**U.S. Army PEO EIS, RCAS**  
**Reserve Component Automation (RCA)**  
**GSC-QF0B - 12-0024**

**SECTION 1: INTRODUCTION**

This Award Fee Determination Plan (AFDP) provides procedures for evaluating the Industry Partner's performance in support of RCA on a CPAF basis and is applicable to CPAF CLINs only. The **AFDP is applicable only to CPAF CLINs** identified in Section B. The award fee objective for this Task Order is to afford the Industry Partner the opportunity to earn award fee commensurate with optimum performance:

- By providing a workable award fee plan with a high probability of successful implementation;
- By clearly communicating evaluation procedures that provide effective two-way communication between the Industry Partner and the Government; and
- By focusing the Industry Partner on areas of greatest importance in order to motivate outstanding performance.

The amount of the Award Fee earned and payable to the Industry Partner for achieving specified levels of performance will be determined by the Award Fee Determination Official (AFDO), with the assistance of the Award Fee Evaluation Board (AFEB), per this plan. The maximum fee payable is 100% of the Award Fee. The Industry Partner may earn all, or part, or none of the Award Fee allocated to an evaluation period.

This AFDP may be amended IAW Section H.27 of this Task Order.

**SECTION 2: EVALUATION PERIODS**

There will be an initial evaluation period that ties to the transition task (see C.5.1). The initial transition period will be followed by an evaluation period every six (6) months throughout the performance of this Task Order. Award Fee determinations will be made within twenty-five (25) working days after the end of the evaluation period. These time frames can be changed at the unilateral discretion of the Government.

**SECTION 3: AWARD FEE ALLOCATION FORMULA**

**3.1 Award Fee Pool**

The yearly pool will be comprised of the total actual labor cost awarded in this Task Order for the year. As the actual costs are unknown, the first period of the year will be based on the estimated labor costs for the year as shown in Section B, Table B.15, Award Fee Calculation Table plus



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Surge Projects based on the amount of work performed on the Surge Project during that Award Fee period.

The second period of the year will be based on Actual costs minus the first period available Award Fee Pool for the Core Labor CLINS plus the work performed on Surge Projects.

The AFDO in cooperation with the AFEB will determine an overall grade for the Industry Partner's performance at the end of each six-month performance period. The following table shows the allocation percentage by scores.

Rating	Points	Percentage of Fee
Unsatisfactory	0	0%
Satisfactory	1 – 49	1- 50%
Good	50 – 75	51 - 75%
Excellent	76 – 90	76 - 90%
Outstanding	91 - 100	91 -100%

**3.1.1 Definitions of Ratings**

- Unsatisfactory: Industry Partner has failed to meet the basic (minimum essential) requirements of the contract.
- Satisfactory: Industry Partner has met the basic (minimum essential) requirements of the contract.
- Good: Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 50% of the award fee criteria established in the award fee plan.
- Excellent: Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 75% of the award fee criteria established in the award fee plan.
- Outstanding: Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 90% of the award fee criteria established in the award fee plan.

The award fee pool allocated to each evaluation period will be as follows:

- The maximum Award Fee allocated for the transition rating period will be a percentage of the total estimated cost.
- The maximum Award Fee allocated to each subsequent rating period will be a percentage of the total estimated cost as established for each option year as stipulated in the Task Order.
- The maximum award, as established by the Award Fee allocation formula, may be allocated to each criteria or evaluation period as equal allocation (i.e., total Award Fee divided by the number of periods).

**3.2 Contract Termination**

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If the contract is terminated for the convenience of the Government after the start of an award-fee evaluation period, the award fee deemed earned for that period shall be determined by the AFDO using the normal award-fee evaluation process. After termination for convenience, the remaining award-fee amounts allocated to all subsequent award-fee evaluation periods cannot be earned by the Industry Partner and, therefore, shall not be paid.

**SECTION 4: ORGANIZATIONAL STRUCTURE OF AWARD FEE DETERMINATION**

**4.1 Award Fee Determination Official (AFDO)**

The AFDO is the RCAS Project Director. The Contracting Officer (CO) will appoint the AFDO in writing.

The AFDO's responsibilities are:

- Approve the Award Fee Plan and authorize any changes to the Award Fee Plan throughout the life of the Task Order;
- Approve the members of the Award Fee Evaluation Board (AFEB);
- Review assessments of Industry Partner performance. Feedback coordinated with the AFEB will be provided to the Industry Partner as appropriate during the evaluation period to enhance overall performance and minimize problems;
- Determine the amount of award fee the Industry Partner has earned based on its performance during each evaluation period.

**4.2 Award Fee Evaluation Board (AFEB)**

The RCAS Project Director chairs the AFEB. The board is composed of members as shown in the chart below. Additionally, a non-voting board member may be a recorder as deemed appropriate by the AFEB Chairperson. Non-voting members will participate in AFEB assessments and discussions of Award Fee recommendations. Additionally, non-voting members are, at the AFEB's discretion, allowed to submit written reports on Industry Partner performance to the AFEB for its consideration. Subject to approval by the AFEB Chairperson, substitutions are permitted in the event of a schedule conflict. Attendance of the non-voting members is not required to convene a board.

<b>Board Position</b>	<b>Organization</b>
Chairperson	RCAS Project Director
AFEB Voting Members	Deputy RCAS Project Director
AFEB Voting Members	RCAS Division Chiefs (Business Management, Software Sustainment, Technical Management, Quality Assurance, and Infrastructure and Integration ); Information Assurance Manager
AFEB Voting Members	IMS Representative
AFEB Voting Member	FEDSIM COR
AFEB Non-Voting Members	FEDSIM CO
AFEB Non-Voting Members	RCA Monitors

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**4.2.1 AFEB Responsibilities:**

- Recommend to the AFDO the specific elements, upon which the Industry Partner will be evaluated for each evaluation period;
- Evaluate the Industry Partner's performance and summarize its findings and recommendations for the AFDO;
- Recommend to the AFDO the percentage of award fee available during an evaluation period, which the Industry Partner should receive.

**4.2.2 AFEB Chairperson Responsibilities:**

- Appoint an AFEB Secretary;
- Conduct AFEB meetings;
- Resolve any inconsistencies in the AFEB evaluations;
- Ensure AFEB recommendations to the AFDO are timely and made in accordance with this plan;
- Ensure timely payment of award fee earned by the Industry Partner.

**4.2.3 AFEB Secretary Responsibilities:**

- Consolidate the AFEB's assessment and recommendation for presentation to the AFDO at both the midterm and final stages of each evaluation period;
- Draft all correspondence required by the AFDO and AFEB as it relates to the award fee process;
- Select a separate AFEB recorder, if desired, who will maintain the AFEB minutes, notify AFEB board members of report due dates and meeting times, distribute forms, and receive and distribute completed reports to all members;
- Maintain the award fee files, including current copies of the AFDP, any internal procedures, performance monitor's reports and any other documentation having a bearing on the AFDO's award fee decisions.

**4.2.4 Performance Monitors.**

Government personnel are appointed by the AFEB Chairperson as Performance Monitors to aid the AFEB in making its recommendation for Award Fee. The RCAS Business Management Division (BMD), the RCAS Technical Management Division (TMD) and Information Assurance (IA) will assign one Performance Monitor; and the RCAS Infrastructure and Integration Division (IID), the RCAS Software Sustainment Division (SSD), the RCAS Quality Assurance Division (QAD), will each assign at least two Performance Monitors. Two Performance Monitors will be assigned from IMS. In addition, a Government Operational Metrics Monitor will be assigned to independently monitor the Industry Partner's performance against the specific operational performance metrics identified in the evaluation criteria and collect the applicable performance data. These monitors will submit written reports, as required by the AFEB Chairperson, on Industry Partner performance to the AFEB for consideration.

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Submission of their reports will be coordinated through the AFEB Secretary. Procedures and instructions for the Performance Monitors regarding mid-term and final evaluations are provided in Section 5 below.

The final report will be comprehensive and will be completed and submitted to the AFEB Secretary.

**SECTION 5: AWARD FEE DETERMINATION PROCESS**

The Industry Partner begins each evaluation period with 0% of the available award fee and works up to the earned award fee based on performance during the evaluation period. The Industry Partner shall not begin with 100% of the available award fee and have deductions taken.

**5.1 Monitoring and Assessing Performance**

The AFEB chairperson will appoint performance monitors for the major performance areas. The Performance Monitors will be selected on the basis of their expertise in the prescribed performance areas and/or their association with specific technical tasks. The AFEB Chairperson may change Performance Monitor assignments at any time without advance notice to the Industry Partner. The AFEB Chairperson will notify the Industry Partner promptly of all Performance Monitor re-assignments/assignments. The AFEB Chairperson will ensure that each monitor and board member has a copy of the Task Order and all modifications, a copy of the plan and all changes, if any, and specific instructions for assigned areas.

Performance monitors will conduct assessments of Industry Partner performance in their assigned areas. Feedback coordinated with the AFEB will be provided to the Industry Partner as appropriate during the evaluation period to enhance overall performance and minimize problems.

**5.1.1 Instructions for Performance Monitors**

Performance monitors will maintain a periodic written record of the Industry Partner's performance, including inputs from other Government personnel, in the evaluation area(s) of responsibility. They are to rate Industry Partner performance as Outstanding, Excellent, Good, Satisfactory and Unsatisfactory using the definitions procedures set forth in Section 3 and Section 7.

Performance monitors will retain informal records used to prepare evaluation reports for twelve (12) months after the completion of an evaluation period to support any inquiries made by the AFDO. Performance monitors will conduct assessments in an open, objective and cooperative spirit, so that a fair and accurate evaluation is made. Performance monitors will make every effort to be consistent from period to period in their approach to determine recommended ratings. Positive accomplishments shall be emphasized just as readily as negative ones.

**5.1.2 Performance Monitor Evaluation Reports**

Performance monitors will prepare midterm and final evaluation reports for each evaluation period during which they are performance monitors and provide these to the

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Secretariat/Chairperson. The midterm reports will be less comprehensive than the final reports. The reports, at a minimum, will contain the following information:

- The criteria and methods used to evaluate the Industry Partner's performance during the evaluation period.
- The technical, economic and schedule environment under which the Industry Partner was required to perform. What effect did the environment have on the Industry Partner's performance.
- The Industry Partner's major strengths and weaknesses during the evaluation period. Give examples of Industry Partner performance for each strength and weakness listed. Also provide the reference in the specification, statement of work, data requirement, contract, etc. that relates to each strength or weakness.
- A recommended rating for the evaluation period using the adjectives and their definitions set forth in the Task Order and this award fee plan. Provide concrete examples of the Industry Partner's performance to support the recommended rating.

## **5.2 Procedures and Timeframes for Award Fee Evaluations**

This procedure is designed to ensure that Award Fee Evaluation takes place in a timely and effective manner, with proper documentation. The AFEB will meet every six months to evaluate the Industry Partner's performance and recommend an award fee to the AFDO. The AFEB must have 75% of voting members present to make an official recommendation. The AFEB will document the performance that exceeds or falls below the satisfactory levels to substantiate the assigned score or ratings as appropriate.

### **5.2.1 Exclusions**

Throughout the entire 6-month evaluation period, the Industry Partner shall document and present any exclusion from the evaluation period due to circumstances beyond the control of the Industry Partner, e.g. Acts of God or terrorism, to the Performance monitors within five (5) working days of their occurrence. The performance monitors will present the exclusions to the AFEB and if necessary will ask the Industry Partner to present their case. The AFEB in conjunction with the FEDSIM CO will make a unilateral decision as to their exclusion from the evaluation period.

### **5.2.2 Monthly Report Review**

Performance Monitors will collect performance reports from the Industry Partner that they will review and analyze for accuracy and, if required, provide within seven (7) working days an oral or written summary to the AFEB.

### **5.2.3 Performance Monitor Midterm Reports**

The performance monitors will provide to the Secretary/Chairperson midterm evaluations of the first three months of the evaluation period. Performance monitors will provide these reports no

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later than five (5) working days after the end date of the first three months. These reports will be brief, i.e. no more than one (1) page.

#### **5.2.4 Industry Partner Self Evaluation**

Within five (5) working days after the 6-month rating period has ended the Industry Partner shall provide its self-evaluation not to exceed five (5) pages, to include metrics, to the AFEB Chairperson. This self-assessment should be written with the option of presenting an oral self-assessment if requested by the board.

#### **5.2.5 Performance Monitor Final Reports**

The performance monitors will provide evaluations for the entire 6-month evaluation period. Performance monitors will submit evaluation reports no later than eight (8) working days after the end date of the evaluation period to the AFEB Secretariat/Chairperson. These reports will be more comprehensive than the midterm reports.

#### **5.2.6 AFEB Meeting and Memorandum to the AFDO**

The AFEB, after receipt of the Industry Partner's self evaluation, will meet and evaluate all performance information it has obtained. The AFEB will review the performance monitors' reports, rate the Industry Partner for the evaluation period, and prepare an Award Fee evaluation report. The report will be a memorandum to the AFDO with the AFEB's recommendation. The AFEB will meet no later than fifteen (15) working days after the end of the evaluation period.

#### **5.2.7 Industry Partner Conference**

Within eighteen (18) working days after the evaluation period the AFEB may confer with the Industry Partner to discuss the report's preliminary finding and recommendations.

#### **5.2.8 AFEB Final Report**

After meeting with the Industry Partner the AFEB will finalize the report and present it to the AFDO within twenty (20) working days after the end of the evaluation period. The report will recommend the award fee amount and identify any unresolved Industry Partner issues to the AFDO.

#### **5.2.9 Award Fee Determination Report/Task Order Modification**

The AFDO will consider the final AFEB report and discuss it, if necessary, with the board. The AFDO may accept, reject, or modify the AFEB recommendation. The AFDO and the FEDSIM CO will make the final determination of the award fee earned during the period. The AFDO's determination of the award fee amount earned and the basis of the determination will be stated in an Award Fee determination report and forwarded to the FEDSIM CO within twenty-five (25) working days after the end of the evaluation period for modification of the Task Order. This

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modification will state the amount of award fee earned for the evaluation period and adjust the Task Order cumulative earned award fee and total price.

**5.2.10 Award Fee Determination Notice**

The FEDSIM CO will prepare this notice to the Industry Partner stating the amount of the award fee earned for the evaluation period.

**5.2.11 Industry Partner Invoice**

The Industry Partner shall invoice pending modification after receipt of the award fee determination notice providing that sufficient funds were obligated in the award fee pool.

**SECTION 6: EVALUATION CRITERIA AND WEIGHTS**

The Award Fee Determination Plan (AFDP) consists of award fee provisions for a transition period, three Subjective Assessment areas: (1) Management, (2) Cost, and (3) Technical, and four (4) distinct areas assessed against Service Level Agreements (SLAs): (1) Management, (2) Cost, (3) Technical and (4) Operational Metrics. The criteria and weights provided below are guidelines to be used in evaluating these areas to determine the appropriate award fee. Members of the AFEB and working group will use the following examples of criteria and sub-criteria to evaluate the Industry Partner's performance during each award fee evaluation period.

Service Level Agreements (SLAs) will not be used in the determination of the Industry Partner's award fee in the first award fee determination cycle. SLAs will be developed jointly by the Industry Partner and Government, during the first 15 days after TO award, and may replace some or all of the criteria listed below. The Government has the final say as to what SLAs will be incorporated in the four areas (management, cost, technical, and operational metrics). SLAs that are in effect at the end of the first award fee cycle and at the end of all subsequent award fee evaluation cycles will be used as factors in determining the award fee earned by the Industry Partner (e.g. all SLAs in effect at the end of award fee cycle 1 will be used in determining the Industry Partner's award fee in cycle 2). Overall, the subjective criteria (Management, Cost, and Technical) will be weighted at 65% of the total score, and the objective SLAs will be weighted at 35%. ARNG-IMS will follow the same processes as RCAS. The Award Fee Pool will be separated between PD RCAS and ARNG-IMS based on Government Agreement, and each organization's SUBJECTIVE Assessments and SLAs will be applied separately to their respective portions of the pool.

**6.0 Transition (100% of Award Fee Designated for Transition)**

The transition period represents an award fee period and criteria totally separate of the remainder of the AFDP. The evaluation of Transition will consider all aspects of Task Order performance in terms of criteria and sub criteria. This area focuses on the Industry Partner's ability to provide effective program management, planning, budgeting, and technical support for this TO. The transition shall be as seamless to RCA users as possible. The following criteria shall be rated:

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- Seamless to the user Transition
- Minimum disruption to vital Government business
- No service degradation during transition
- Schedule and milestones have been met
- Transition of Government Furnished Equipment (GFE)/Government Furnished Information (GFI) has been accomplished
- Transition knowledge and information from key Industry Partner personnel has been accomplished
- Transition knowledge and information regarding risk or problem areas has been accomplished

#### **6.1 Subjective Assessment Criteria – 65% of Overall Total Assessment**

##### **6.1.1 Management - 20% of Subjective Assessment**

The objective of the award fee provision is to provide an incentive to the Industry Partner to achieve optimum performance of Task Order requirements and objectives. The evaluation of Management will consider all aspects of Task Order performance in terms of criteria and sub criteria. This area focuses on the Industry Partner's ability to provide effective program management, planning, budgeting, and other management support under the RCA contract.

##### **Program Management**

- Use of management controls to integrate and monitor individual and/or overall tasks
- Establish a single management focal point and application of effective program management knowledge, skills, tools, integration, and techniques to all activities including administrative, managerial, financial, and technical
- Effective application of program management knowledge, skills, tools, and techniques
- Ability to plan, organize, and control program activities, monitor performance, analyze significant deviations, and forecast impacts
- Use of integration, scope, time, cost, quality, human resources, communications, risk, and procurement management processes and response to the Government's needs in a timely manner

##### **Schedule Adherence**

- On-time completion of deliverables, work orders, and project work
- Successful sequencing of delivery of interim products
- Integration of all contract tasks into a single schedule
- Identification of schedule risks
- Minimizing schedule slippage

##### **Personnel Management**

- Optimization of staffing levels of qualified personnel



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- Effective utilization of personnel across the enterprise
- Effective skill mix, experience, and stability of work force

#### **Management Responsiveness**

- Timeliness and effectiveness of problem identification and resolution
- Communication with the Government about cost, schedule, and performance variations and any corrective action

#### **6.1.2 Cost - 40% of Subjective Assessment**

The objective of this award fee provision is to provide the incentive for the Industry Partner to achieve optimum performance of all Task Order requirements and objectives. This area focuses on the Industry Partner's ability to manage costs under the RCA contract.

#### **Cost Reporting**

- Timely and accurate cost reports (e.g., Integrated Program Management Report (IPMR))

#### **Cost Control**

- Accurate forecasting (e.g., Estimate at Completion (EAC) and Estimate to Complete (ETC))
- Controlling costs while responding to fluctuations in budgets and changes in program priorities

#### **6.1.3 Technical - 40% of Subjective Assessment**

The objective of this award fee provision is to provide the incentive for the Industry Partner to achieve optimum performance of Task Order requirements and objectives. This area focuses on the quality of the Industry Partner's technical solutions in sustaining the projects under the RCA contract.

#### **Technical Proficiency**

- Application of sound engineering, design, and management practices across the Project
- Satisfactory depth and breadth of technical expertise applied to all technical areas

#### **Enterprise Integration**

- Effective integration of the project into an integrated enterprise system
- Implementation and use of standard repeatable processes

#### **Innovation**

- Development of Best Value solutions

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- Establishment of significant and technically measurable performance thresholds
- Recommendation and implementation of proactive solutions to address problem areas and weaknesses
- Design and implementation of process improvements to increase efficiency and effectiveness of project operations

**Service Quality**

- Ability to provide quality services and results to meet Government objectives and expectations
- Understanding of the technical aspect of the military environment
- Satisfaction level of the system

**Product Quality**

- Satisfaction of software quality and releases (including Government and customer satisfaction)
- Implementation of adequate testing and quality assurance procedures required to release high-quality software products with minimal errors
- Ability to quickly and adequately identify software defects and quality problems and correct deficiencies prior to software release

**SECTION 7: RATING SCALE, PERFORMANCE SCORING AND PERCENTAGE OF FEE**

The scoring and methodology to be used in determining the award fee scores for the four areas outlined in Section 6 above are IAW with the tables described below.

**7.1 Rating Scale**

The following Rating Scale will be used in evaluating the criteria in Section 6:

<b>RATING</b>	<b>SCORE</b>	<b>DEFINITION</b>
<b>Outstanding</b>	91-100	Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 90% of the Award Fee criteria established in the Award Fee plan
<b>Excellent</b>	76-90	Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 75% of the Award Fee criteria established in the Award Fee plan
<b>Good</b>	50-75	Industry Partner has met the basic (minimum essential) requirements of the contract, and has met at least 50% of the Award Fee criteria established in the Award Fee plan
<b>Satisfactory</b>	1-49	Industry Partner has met the basic (minimum essential) requirements of the contract
<b>Unsatisfactory</b>	0	Industry Partner has failed to meet the basic (minimum essential) requirements of the contract

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**7.2 Subjective and SLA Performance Scoring**

**7.2.1 Subjective Scoring Factors**

MANAGEMENT					
Subfactor	Subfactor Average Score	Subfactor Weight*	Subfactor Score	Factor Weight*	Weighted Score
Program Management		25%		20%	
Schedule Adherence		25%			
Personnel Management		25%			
Management Responsiveness		25%			
COST					
Subfactor	Subfactor Average Score	Subfactor Weight*	Subfactor Score	Factor Weight*	Weighted Score
Cost Reporting		50%		40%	
Cost Control		50%			
TECHNICAL					
Subfactor	Subfactor Average Score	Subfactor Weight*	Subfactor Score	Factor Weight*	Weighted Score
Technical Proficiency		20%		40%	
Enterprise Integration		20%			
Innovation		10%			
Service Quality		20%			
Product Quality		30%			
Total Subjective Score					

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**7.2.2 RCAS SLA Scoring Factors**

MANAGEMENT SLAs						
Name		Score	SLA Weighting*	Management Score	Weight*	Weighted Score
SLA M1	Schedule Control		40%		50%	
SLA M2	Cost Control		40%			
SLA M3	CDRL Timeliness		20%			
SLA M4						
TECHNICAL SLAs						
Name		Score	SLA Weighting*	Technical Score	Weight*	Weighted Score
SLA T1			0%		0%	
SLA T2			0%			
OPERATIONAL SLAs						
Name		Score	SLA Weighting*	Operational Score	Weight*	Weighted Score
SLA O1			0%		50%	
SLA O2			0%			
SLA O3	RCAS Application Training		10%			
SLA O4	Information Assurance Vulnerability Alert (IAVA)		30%			
SLA O5	RCAS Operational Availability		30%			
SLA O6	USARC & TNG Server Baseline Configuration		30%			
SLA O7			0%			
Total SLA Score						

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**7.2.3 ARNG-IMS SLA Scoring Factors**

MANAGEMENT SLAs						
Name		Score	SLA Weighting*	Management Score	Weight*	Weighted Score
SLA M1	Schedule Control		100%		25%	
COST SLAs						
Name		Score	SLA Weighting*	Cost Score	Weight*	Weighted Score
SLA C1	Cost Control		100%		25%	
TECHNICAL SLAs						
Name		Score	SLA Weighting*	Technical Score	Weight*	Weighted Score
SLA T1	Software Quality		50%		50%	
SLA T2	Documentation Quality		50%			
Total SLA Score						

\_\_\_\_\_  
AFEB Chairperson Signature

\_\_\_\_\_  
Date

\* In no way does the use of percentages imply that mathematical precision is applied to the judgments used to determine the overall performance quality and the amount of earned award fee.

**7.3 Percentage of Fee Received**

The following index is a guideline to assist the AFDO in determining the amount of the available Award Fee that may be earned based on the total evaluation score:

Adjective Rating	Total Evaluation Score (Points)	Percent of Award Fee
Unsatisfactory	0	0%
Satisfactory	1 – 49	1 - 50%
Good	50 – 75	51 - 75%
Excellent	76 – 90	76 - 90%
Outstanding	91 - 100	91 - 100%

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**APPENDIX 1: AFEB Summary Evaluation Report**

Date:

AFEB Chairperson Name:

Award Fee Period: from \_\_\_\_\_ to \_\_\_\_\_

(Attach additional pages, supporting data, etc. as needed.)

Management: Rating Adjective/Performance Points

Discussion:

Strengths:

Weaknesses:

Cost: Rating Adjective/Performance Points

Discussion:

Strengths:

Weaknesses:

Technical: Rating Adjective/Performance Points

Discussion:

Strengths:

Weaknesses:

Award Fee rating recommended for this evaluation criteria and period of performance with recommended percentage earned.

AFEB Chairperson Signature: \_\_\_\_\_

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**APPENDIX 2: AFEB Evaluator's Report**

Instructions: Evaluators are requested to use bullet format for submitting strengths, weaknesses and recommendations. Also, evaluators are encouraged to attach additional sheets, supporting data, etc. for the final report.

Date:

Evaluator Name and Title:

Award Fee Period: from \_\_\_\_\_ to \_\_\_\_\_

Evaluator's Primary Task Area(s) (check all that apply):

<input type="checkbox"/>	Management
<input type="checkbox"/>	Cost
<input type="checkbox"/>	Technical

Note: Evaluators are NOT limited to evaluating only their own task areas. Experiences in other areas should also be evaluated. However, please indicate in the boxes above your primary area(s) of responsibility.

Special circumstances during this period and their impact:

Strengths of the Industry Partner's performance:

Weaknesses in the Industry Partner's performance (with examples and contract references):

Impact of the Industry Partner's performance on execution of the program:

Corrective actions recommended, if any:

Award Fee rating recommended for this evaluation criteria and period of performance (with supporting examples):

Evaluator Signature: \_\_\_\_\_

## 1.0 SERVICE LEVEL AGREEMENTS – 35% OF TOTAL ASSESSMENT

### 1.0.1 RCAS SERVICE LEVEL AGREEMENT (SLA) SUMMARIES

TO Tasks	SLA #	Sub-factors	Service Description
Task 1— Transition Transition SLA	1	Transition In	The Industry Partner shall assume operational control on day 76 after contract award.
Task 3 – RCAS Core Sustainment Task 10 – Surge/Special Projects (when applicable)	M1	Schedule Control	The Industry Partner shall be evaluated on their ability to control RCA program schedule based on an average of the cumulative Schedule Performance Index (SPI) for each accounting/reporting period in the Award Fee PoP for discretely measured tasks in RCAS Core Sustainment and Surge/Special Projects when applicable.
Task 3 – RCAS Core Sustainment Task 10 – Surge/Special Projects (when applicable)	M2	Cost Control	The Industry Partner shall be evaluated on their ability to control RCA program costs based on an average of the cumulative Cost Performance Index (CPI) for each accounting/reporting period in the Award Fee PoP for all tasks in RCAS Core Sustainment and Surge/Special Projects when applicable for each Award Fee Period.
Task 2—Program Management/ Management SLA	M3	CDRL Timeliness	The Industry Partner shall deliver agreed upon Contract Data Requirements List (CDRL).
Task 2—Program Management/ Management SLA	M4	Staffing	DELETE
Task 3 – RCAS Core Sustainment	T1	Innovation	DELETE
Task 3 - RCAS Core Sustainment	T2	RCAS UAT Release Quality	DELETE
Task 3—RCAS Core Sustainment	O1	Service Desk Response Time	DELETE
Task 3—RCAS Core Sustainment	O2	Service Desk Resolution Time	DELETE
Task 3—RCAS Core Sustainment	O3	RCAS Application Training	The service level for training will be based on perceived training quality from the point of view of the users as reflected by end of class survey numerical scores. Training course evaluation surveys will be provided to all training participants and collected for each training class. The scores provided by the students will be used to evaluate Industry Partner performance and training quality.
Task 3—RCAS Core Sustainment	O4	Information Assurance Vulnerability Alert (IAVA)	The Industry Partner (IP) shall identify and provide an implementation of each applicable Information Assurance Vulnerability Alerts (IAVAs) and Information Assurance Vulnerability Bulletins (IAVBs). The goal is to implement the final disposition ahead of the mitigation date, but no later than the mitigation date. The Service Level Agreement (SLA) will be considered successful once the applicable IAVA or IAVBs has been applied to the United States Army Reserve Center (USARC) operational environment for all affected assets under RCAS's purview. Once the directives have been applied, an email notification shall be provided within the same business day to the RCAS Information Assurance Manager (IAM). The IP shall obtain the official notifications of IAVAs and IAVBs as issued by Army Cyber (ARCYBER) Command.



TO Tasks	SLA #	Sub-factors	Service Description
Task 3—RCAS Core Sustainment	O5	RCAS Operational Availability	The Industry Partner shall ensure the RCAS system for USARC will be available for 99% of the time. Availability is minus scheduled/emergency maintenance windows, network outages outside of the Industry Partner's control, power outages outside of the Industry Partner's control, and Acts of God (Hurricane, Flood). Pre-planned maintenance windows (i.e. non-emergency patching, system upgrades) must be coordinated with the PD and approved in advance in order to enable the GOVT to conduct an assessment of the impact to the user community. In the event of an emergency maintenance action (i.e. emergency patching, re-boots), the Industry Partner must inform the PD at the earliest possible time of the nature of the action and anticipated/actual system downtime.
Task 3- RCAS Core Sustainment	O6	USARC & TNG Server Baseline Configuration	The Industry Partner will update and maintain the USARC and Training Servers with the current RCAS baseline within 10 business days of an application release.
Task 3- RCAS Core Sustainment	O7	IA Compliance on Training and Production Environments at Fort Bragg	DELETE

## 1.0.2 IMS SERVICE LEVEL AGREEMENT (SLA) SUMMARIES

TO Task	SLA #	Sub-factors	Service Description
Task 9 – IMS Core Sustainment	M1	Schedule Control (25%)	The Industry Partner shall control ARNG-IMS program schedule based on cumulative Schedule Performance Index (SPI) relative to discrete (non-LOE) work packages for Deliveries/Release-based CLIN 0010. Only the Industry Partner's Enterprise Master Schedule (EMS) milestones will be included in this SLA. Government non-weighted EMS milestones will not be included in the calculation of this SLA. However, any delays in the completion of non-weighted Government milestones may impact the on-time completion of successor Industry Partner weighted milestones. In these cases, and with coordination, documentation and agreement from the Government, the Industry Partner will re-baseline successor EMS milestones to ensure accurate measurement of Industry Partner schedule performance.
Task 9 – IMS Core Sustainment	C1	Cost Control (25%)	The Industry Partner shall control costs based on cumulative Cost Performance Index for discretely measured tasks in CLIN 0010 and shall not go over contract ceiling.
Task 9 – IMS Core Sustainment	T1	Software Quality (25%)	The Industry Partner shall deliver, to the Government ARNG-IMS UAT Test Event, an entrance software media delivery in a condition that is quality for fielding. The Industry Partner delivered software media will not require any additional unplanned software media deliveries after JTRR, to include coding changes identified by Test Defect Report (TDR), to exit of the UAT test phase (as defined by the EMS Schedule). Any software media delivery that is generated as a result of a TDR that addresses a problem related to the original scope of a particular release will be included in this metric. Any software media delivery that is generated as a result of a TDR that addresses a problem outside of the original scope of a particular release and is unrelated to any of the original content changes (e.g. regression testing or a decision to include a priority correction) will not be included in this metric. Note: Online Help media delivery will not be counted in this SLA unless there is an unplanned media delivery. Media delivery to update Test Data will be counted against a given release. The Points will be averaged across all releases in the applicable award fee period to obtain final score and will be applied as a percentage of award fee dollars available for this SLA.
Task 9 – IMS Core Sustainment	T2	Documentation Quality (25%)	The Industry Partner shall deliver, to the Government ARNG-IMS UAT Test Event, documentation ready for fielding. The ARNG-IMS UAT Test Event will begin with the Industry Partner's release package and final draft documentation submission. The Industry Partner delivered documentation will not require any additional corrections in order to pass Government testing. All documentation content changes generated as a result of inaccuracy or grammatical/content errors will be included in this metric. The assessment for this SLA will be complete at the ARNG-IMS Government Acknowledgment of UAT Completion at the end of UAT prior to deployment activities commencing. The Points will be averaged across all releases in the applicable award Fee period to obtain final score and will be applied as a percentage of award fee dollars available for this SLA.

### 1.0.3 SERVICE LEVEL AGREEMENT (SLA) DETAILS

#### 1.0.3.1 TRANSITION SLA

SLA 1: Transition In			
<b>Service description:</b> The Industry Partner shall assume operational control on day 76 after contract award.			
<b>Task Order Task(s):</b> Task 1—Transition		<b>Task Order Subtask(s):</b> Subtask 1—Transition In	
<b>SLA Ownership:</b> RCAS Business Management Division (BMD)		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	One Time
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	Percentage of On-Time Delivery Based on the Transition Schedule
<b>Target:</b>	85% Award Fee	<b>Reported:</b>	Award Fee
<b>Service Category:</b>	Transition	<b>Metric:</b>	# of Days
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	SL < 85% Award Fee	<b>100</b>	85% Award Fee ≤ SL

### 1.0.3.2 MANAGEMENT SLAS – 50% OF SLA ASSESSMENT

#### SLA M1: SCHEDULE CONTROL

SLA M1: Schedule Control			
<b>Service description:</b> The Industry Partner shall be evaluated on their ability to control RCA program schedule based on an average of the cumulative Schedule Performance Index (SPI) for each accounting/reporting period in the Award Fee PoP for discretely measured tasks in RCAS Core Sustainment and Surge/Special Projects when applicable.			
<b>Task Order Task(s):</b> Task 3—RCAS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> RCAS Business Management Division (BMD)		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Each Accounting Fee Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	<b>Schedule Performance Index</b> (Earned Value (EV)/Planned Value (PV)) EV=Earned to Date PV=Budget to Date Calculation: values are an average of the cumulative SPI for each accounting/reporting period for Tasks 3 and 10 (if appropriate) over the award fee period of performance and only represent discretely planned activities. NOTE: Accounting periods do not exactly correspond to the award fee periods. The Industry Partner will measure this metric with the closest accounting period cutoffs available.
<b>Target:</b>	1.0	<b>Reported:</b>	End of each Award Fee Period
<b>Service Category:</b>	Management	<b>Metric:</b>	Average of each period's cumulative SPI (Earned Value/Planned Value)
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	SPI < 0.9 or ≥ 1.1	<b>90</b>	SPI (≥.95 and <.98) or (≥1.02 and <1.05)
<b>80</b>	SPI ( ≥ 0.9 and <0.95) or (≥1.05 and <1.1)	<b>100</b>	SPI (≥.98 and <1.02)

**Note: “Frequency” is when measured; “Reported” is when formally reported.**

## SLA M2: COST CONTROL

SLA M2: Cost Control			
<b>Service description:</b> The Industry Partner shall be evaluated on their ability to control RCA program costs based on an average of the cumulative Cost Performance Index (CPI) for each accounting/reporting period in the Award Fee PoP for all tasks (both discrete and LOE control accounts) in RCAS Core Sustainment and Surge/Special Projects when applicable for each Award Fee Period.			
<b>Task Order Task(s):</b> Task 3—RCAS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> RCAS Business Management Division (BMD)		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Each Accounting Period.
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	<b>Cost Performance Index</b> (Earned Value (EV)/Actual Cost (AC)) EV= Earned to Date AC=Actual Cost of Work Performed Calculation: values are an average of the cumulative CPI for all tasks (both discrete and LOE control accounts) in Tasks 3 and 10 (if appropriate) over the award fee period of performance. NOTE: Accounting periods do not exactly correspond to the award fee periods. The Industry Partner will measure this metric with the closest accounting period cutoffs available.
<b>Target:</b>	1.0	<b>Reported:</b>	Each Award Fee Period.
<b>Service Category:</b>	Management	<b>Metric:</b>	Average of each period's cumulative CPI (Earned Value/Actual Cost)
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	CPI <0.95 or >1.2	<b>90</b>	CPI (≥.965 and <.98) or (>1.05 and ≤1.1)
<b>80</b>	CPI (≥.95 and <.965) or (> 1.1 and ≤ 1.2)	<b>100</b>	CPI ≥.98 and ≤ 1.05

## SLA M3: CDRL TIMELINESS

SLA M3: CDRL Timeliness			
<b>Service description:</b> The Industry Partner shall deliver agreed upon Contract Data Requirements List (CDRL).			
<b>Task Order Task(s):</b> Task 2—Program Management		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> RCAS Quality Assurance Division (QAD)		<b>Who Measures:</b> The Government	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Each Award Fee Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	% of On-Time Delivery for Completed and Accepted Deliverables. Reduction of points for rejected deliverables due to unacceptable content.
<b>Target:</b>	100%	<b>Reported:</b>	Each Award Fee Period
<b>Service Category:</b>	Management	<b>Metric:</b>	Number of late and rejected CDRLs
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0 - 100</b>	Numerically equal to percentage of on-time deliverables as a percentage of total deliverables		
<b>Subtract 5 points for each rejected deliverable</b>	Reduce the number of points above by 5 for each rejected deliverable and for each time a single deliverable is rejected if it occurs on multiple occasions. Rejection would be for poor content and is applicable to final delivery of a document.		

### 1.0.3.4 OPERATIONAL METRICS - 50% OF SLA ASSESSMENT

#### SLA O1: SERVICE DESK RESPONSE TIME - Delete

SLA O1: Service Desk Response Time			
Delete			
<b>Task Order Task(s):</b> Task 4 – RCAS Support		<b>Task Order Subtask(s):</b> Delete	
<b>SLA Ownership:</b> RCAS Software Sustainment Division (SSD)		<b>Who Measures:</b> Delete	
<b>Level of Service:</b>	Delete	<b>Frequency:</b>	Delete
<b>Where:</b>	Delete	<b>How Measured:</b>	Delete
<b>Target:</b>	Delete	<b>Reported:</b>	Delete
<b>Service Category:</b>	Delete	<b>Metric:</b>	Delete
Incentive Applicable to Each Service Level			
Points	The Target Value	Points	The Target Value
Delete	Delete	Delete	Delete
Delete	Delete	Delete	Delete
Delete	Delete	Delete	Delete

## SLA O2: SERVICE DESK RESOLUTION TIME - Delete

SLA O2: Service Desk Resolution Time			
Delete			
<b>Task Order Task(s):</b> Task 4- RCAS Support		<b>Task Order Subtask(s):</b> Delete	
<b>SLA Ownership:</b> RCAS Software Sustainment Division (SSD)		<b>Who Measures:</b> Delete	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Weekly Reports
<b>Where:</b>	Delete	<b>How Measured:</b>	Delete
<b>Target:</b>	Delete	<b>Reported:</b>	Delete
<b>Service Category:</b>	Delete	<b>Metric:</b>	Delete
Incentive Applicable to Each Service Level			
<b>Points</b>	<b>The Target Value</b>	<b>Points</b>	<b>The Target Value</b>
<b>RCAS</b>			
Delete	Delete	Delete	Delete
Delete	Delete	Delete	Delete
Delete	Delete	Delete	Delete



## SLA O3: RCAS APPLICATION TRAINING

SLA O3: RCAS Application Training			
<b>Service description:</b> The service level for training will be based on perceived training quality from the point of view of the users as reflected by end of class survey numerical scores. Training course evaluation surveys will be provided to all training participants and collected for each training class. The scores provided by the students will be used to evaluate Industry Partner performance and training quality.			
<b>Task Order Task(s):</b> Task 3—RCAS Core Sustainment		<b>Task Order Subtask(s):</b> Subtask 15—Enterprise Training	
<b>SLA Ownership:</b> RCAS Training		<b>Who Measures:</b> The Government	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Continuously Monitored
<b>Where:</b>	All Sites Served by RCA	<b>How Measured:</b>	Each student in a training class is required to complete a survey. Students will evaluate the courses on a scale of one to five, with five being the highest possible score. The prime Industry Partner shall provide all evaluation survey results to the government. The average course evaluation score will be determined by dividing the total of all survey scores by the number of students who attended training during the performance period.
<b>Target:</b>	Score of 4	<b>Reported:</b>	Monthly
<b>Service Category:</b>	Operational Metrics	<b>Metric:</b>	Score
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
0	$SL < 3$	100	$4.0 \leq SL$
85	$3.1 \leq SL < 3.9$		

## SLA O4: INFORMATION ASSURANCE VULNERABILITY ALERT (IAVA)

SLA O4: Information Assurance Vulnerability Alert (IAVA)			
<p><b>Service description:</b> The Industry Partner (IP) shall identify and provide an implementation of each applicable Information Assurance Vulnerability Alerts (IAVAs) and Information Assurance Vulnerability Bulletins (IAVBs). The goal is to implement the final disposition ahead of the mitigation date, but no later than the mitigation date. The Service Level Agreement (SLA) will be considered successful once the applicable IAVA or IAVBs has been applied to the United States Army Reserve Center (USARC) operational environment for all affected assets under RCAS's purview. Once the directives have been applied, an email notification shall be provided within the same business day to the RCAS Information Assurance Manager (IAM). The IP shall obtain the official notifications of IAVAs and IAVBs as issued by Army Cyber (ARCYBER) Command.</p>			
<b>Task Order Task(s):</b>		<b>Task Order Subtask(s):</b>	
Task 3—RCAS Core Sustainment		Subtask 12—Information Assurance	
<b>SLA Ownership:</b> RCAS Information Assurance (IA)		<b>Who measures:</b> The Government	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Weekly
<b>Where:</b>	Operational Environment for all affected assets under RCAS's purview	<b>How measured:</b>	<p>Once the directives have been <b>applied</b> an email notification shall be provided within the same business day to the RCAS IAM</p> <p>Formula:  Net total of IAVMS not Applicable -  Net total of IAVMS released = x</p> <p>X /number of days IAVM applied from original Army Cyber release date =  average of days to apply</p>
<b>Target:</b>	To apply IAVM directives as rapidly as possible without detriment to the USARC operational environment In accordance with (IAW) ARCYBER Release date.	<b>Reported:</b>	Each Award Fee Period
<b>Service Category:</b>	Operational Metrics	<b>Metric:</b>	Number business of Days
Incentive/Disincentive Applicable to Each Level of Service			
Points		Service Level Variance (SLV) From the Target Value	
100		SL ≤ 11 business days from ARCYBER Release Date	
75		SL ≤ 12 business days from ARCYBER Release Date	
65		SL ≤ 13 business days up to the Mitigation Date	
0		SL > Beyond Mitigation Date	

## SLA 05: RCAS OPERATIONAL AVAILABILITY

SLA 05: RCAS Operational Availability			
<b>Service description:</b> The Industry Partner shall ensure the RCAS system for USARC will be available for 99% of the time. Availability is minus scheduled/emergency maintenance windows, network outages outside of the Industry Partner's control, power outages outside of the Industry Partner's control, and Acts of God (Hurricane, Flood). Pre-planned maintenance windows (i.e. non-emergency patching, system upgrades) must be coordinated with the PD and approved in advance in order to enable the GOVT to conduct an assessment of the impact to the user community. In the event of an emergency maintenance action (i.e. emergency patching, re-boots), the Industry Partner must inform the PD at the earliest possible time of the nature of the action and anticipated/actual system downtime.			
<b>Task Order Task(s):</b> Task 3—RCAS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> RCAS Technical Management Division (TMD)		<b>Who measures:</b> The Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Continuously Monitored
<b>Where:</b>	RCAS @ USARC Data Center	<b>How measured:</b>	Management reports from COTS application performance monitoring toolset (when available)
<b>Target:</b>	99%	<b>Reported:</b>	Daily, Weekly, Quarterly
<b>Service Category:</b>	Operational Metrics	<b>Metric:</b>	% of time RCAS applications/services are available for end-user access/use
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
0	95.0% or below	95	98.0% - 98.9%
90	95.1% - 97.9%	100	99% or above

## SLA O6: USARC AND TRAINING SERVER BASELINE CONFIGURATION CONTROL

SLA O6: USARC and Training Server Baseline Configuration Control			
<b>Service description:</b> The Industry Partner will update and maintain the USARC and Training Servers with the current RCAS baseline within 10 business days of an application release.			
<b>Task Order Task(s):</b> Task 3—RCAS Core Sustainment		<b>Task Order Subtask(s):</b> Subtask 15 – Enterprise Training	
<b>SLA Ownership:</b> RCAS Technical Management Division (TMD)		<b>Who measures:</b> The Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Continuously Monitored
<b>Where:</b>	RCAS Training and USARC Data Center	<b>How measured:</b>	Management reports from COTS application performance monitoring toolset (when available)
<b>Target:</b>	100 % compliance	<b>Reported:</b>	Daily, Weekly, Quarterly
<b>Service Category:</b>	Operational Metrics	<b>Metric:</b>	Time required to update Training and USARC databases after application release
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	>13 days	<b>95</b>	11-12 days
<b>90</b>	13 days	<b>100</b>	< 10 days

### 1.0.3.5 ARNG-IMS MANAGEMENT SLA

#### SLA M1: SCHEDULE CONTROL (25% OF SLA ASSESSMENT)

SLA M1: Schedule Control			
<b>Service description:</b> The Industry Partner shall control ARNG-IMS program schedule based on cumulative Schedule Performance Index (SPI) relative to discrete (non-LOE) work packages for Deliveries/Release-based CLIN 0010. Only the Industry Partner's Enterprise Master Schedule (EMS) milestones will be included in this SLA. Government non-weighted EMS milestones will not be included in the calculation of this SLA. However, any delays in the completion of non-weighted Government milestones may impact the on-time completion of successor Industry Partner weighted milestones. In these cases, and with coordination, documentation and agreement from the Government, the Industry Partner will re-baseline successor EMS milestones to ensure accurate measurement of Industry Partner schedule performance.			
<b>Task Order Task(s):</b> Task 9—IMS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> ARNG-IMS Division Chief		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Accounting Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	<b>Schedule Performance Index</b> (earned value/planned value) EV=Budgeted Cost for Work Performed PV=Planned Value for Budgeted Cost for Work Performed. Note: values are cumulative for the program over award fee period and only represent discretely planned activities NOTE: Accounting periods do not exactly correspond to the award fee periods. Industry Partner will measure this metric with the closest accounting period cutoffs available.
<b>Target:</b>	1.0	<b>Reported:</b>	End of each Award Fee Period
<b>Service Category:</b>	Schedule	<b>Metric:</b>	SPI (Total discrete BCWP/Total discrete BCWS)
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	SPI < 0.9 or > 1.1	<b>90</b>	SPI (≥.95 and <.98) or (>1.02 and ≤1.05)
<b>80</b>	SPI (≥ 0.9 and <0.95) or (>1.05 and ≤1.1)	<b>100</b>	SPI (≥.98 and ≤1.02)

**Note:** “Frequency” is when measured; “Reported” is when formally reported.

### 1.0.3.6 ARNG-IMS COST SLA

#### SLA C1: COST CONTROL (25% OF SLA ASSESSMENT)

SLA C1: Cost Control			
<b>Service description:</b> The Industry Partner shall control costs based on cumulative Cost Performance Index for discretely measured tasks in CLIN 0010 and shall not go over contract ceiling.			
<b>Task Order Task(s):</b> Task 9—IMS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>SLA Ownership:</b> ARNG-IMS Division Chief		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Accounting Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	<b>Cost Performance Index</b> (earned value/actual cost) EV=Budgeted Cost for Work Performed / AC=Actual Cost of Work Performed Note: values are cumulative for the program over award fee period NOTE: Accounting periods do not exactly correspond to the award fee periods. Industry Partner will measure this metric with the closest accounting period cutoffs available.
<b>Target:</b>	1.0	<b>Reported:</b>	Each Award Fee Period.
<b>Service Category:</b>	Cost	<b>Metric:</b>	CPI (Total discrete BCWP/Total discrete ACWP)
Incentive/Disincentive Applicable to Each Level of Service			
<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>	<b>Points</b>	<b>Service Level Variance (SLV) From the Target Value</b>
<b>0</b>	CPI <0.95 or >1.2	<b>90</b>	CPI (≥.965 and <.98) or (>1.05 and ≤1.1)
<b>80</b>	CPI (≥ .95 and <.965) or (> 1.1 and ≤ 1.2)	<b>100</b>	CPI ≥.98 and ≤ 1.05

### 1.0.3.7 ARNG-IMS TECHNICAL SLAS

#### SLA T1: SOFTWARE QUALITY (25% of SLA ASSESSMENT)

SLA T1 Software Quality			
<b>Service description:</b> The Industry Partner shall deliver, to the Government ARNG-IMS UAT Test Event, an entrance software media delivery in a condition that is quality for fielding. The Industry Partner delivered software media will not require any additional unplanned software media deliveries after JTRR, to include coding changes identified by Test Defect Report (TDR), to exit of the UAT test phase (as defined by the EMS Schedule). Any software media delivery that is generated as a result of a TDR that addresses a problem related to the original scope of a particular release will be included in this metric. Any software media delivery that is generated as a result of a TDR that addresses a problem outside of the original scope of a particular release and is unrelated to any of the original content changes (e.g. regression testing or a decision to include a priority correction) will not be included in this metric. Any software media delivery that is required to address environmental differences between the Industry Partner, ARNG-IMS CM Lab, and .mil installations will not be included in this metric. Note: Online Help media delivery will not be counted in this SLA unless there is an unplanned media delivery. Media delivery to update Test Data will be counted against a given release. The Points will be averaged across all releases in the applicable award Fee period to obtain final score and will be applied as a percentage of award fee dollars available for this SLA.			
<b>Task Order Task(s):</b> Task 9—IMS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>Ownership:</b> ARNG-IMS Division Chief		<b>Who Measures:</b> The Government and Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Accounting Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	Multiple releases will be an average score of all releases during the award fee period.
<b>Target:</b>	0 additional media submissions	<b>Reported:</b>	Each Award Fee Period
<b>Service Category:</b>	Technical	<b>Metric:</b>	
Incentive/Disincentive Applicable to Each Level of Service			
Points	Service Level Variance (SLV) From the Target Value	Points	Service Level Variance (SLV) From the Target Value
0	>3 additional media deliveries after Entrance Media	70	Entrance media + 2 additional media submissions
		85	Entrance media + 1 additional media submissions
50	Entrance Media + 3 additional media deliveries	100	Entrance media + 0 additional media submissions

## SLA T2: DOCUMENTATION QUALITY (25% OF SLA ASSESSMENT)

T2: ARNG-IMS Document Quality			
<b>Service description:</b> The Industry Partner shall deliver, to the Government ARNG-IMS UAT Test Event, documentation ready for fielding. The ARNG-IMS UAT Test Event will begin with the Industry Partner's release package and final draft documentation submission. The Industry Partner submitted documentation will not require any additional corrections in order to pass Government testing. All documentation content changes generated as a result of inaccuracy or grammatical/content errors will be included in this metric. The assessment for this SLA will be complete at the ARNG-IMS Government Acknowledgment of UAT Completion at the end of UAT prior to deployment activities commencing. The Points will be averaged across all releases in the applicable award Fee period to obtain final score and will be applied as a percentage of award fee dollars available for this SLA.			
<b>Task Order Task(s):</b> Task 9—IMS Core Sustainment		<b>Task Order Subtask(s):</b> N/A	
<b>Ownership:</b> ARNG-IMS Division Chief		<b>Who Measures:</b> The Government and the Industry Partner	
<b>Level of Service:</b>	Critical	<b>Frequency:</b>	Accounting Period
<b>Where:</b>	Industry Partner Facility	<b>How Measured:</b>	
<b>Target:</b>	≤ 10%	<b>Reported:</b>	Each Award Fee Period
<b>Service Category:</b>	Technical	<b>Metric:</b>	
Incentive/Disincentive Applicable to Each Level of Service			
Points	Service Level Variance (SLV) From the Target Value	Points	Service Level Variance (SLV) From the Target Value
0	>20% of pages out of the full document page count require corrections during UAT Test Phase.	75	>15% and ≤ 18% of pages out of the full document page count require corrections during UAT Test Phase.
50	>18% and ≤ 20% of pages out of the full document page count require corrections during UAT Test Phase.	90	>10% and ≤ 15% of pages out of the full document page count require corrections during UAT Test Phase.
		100	≤ 10% of pages out of the full document page count require corrections during UAT Test Phase.



ATTACHMENT L

# QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

GSC-TFMG-- 12-0024

## Reserve Component Automation (RCA)

in support of:

*U.S. Army PEO EIS*

FEDSIM Project Number 12085ARM

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## **1.0 INTRODUCTION**

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) entitled Reserve Component Automation (RCA). This plan sets forth the procedures and guidelines PD RCAS will use in ensuring the required performance standards or services levels are achieved by the contractor.

### **1.1 PURPOSE**

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed on the FFP tasks. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the PWS and the contractor's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the integrated project team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

### **1.2 PERFORMANCE MANAGEMENT APPROACH**

The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by PD RCAS to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A "results" focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

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**1.3 PERFORMANCE MANAGEMENT STRATEGY**

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor's QC program.

The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The government will make determination regarding incentives based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

**2.0 ROLES AND RESPONSIBILITIES**

**2.1 Contracting Officer**

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer's Representative (COR) and the contractor. The CO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

**2.2 Contracting Officer Representative**

The contracting officer's representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract

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**ATTACHMENT L**

**3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS**

The required performance standards and or quality levels are included in the TO and in Attachment 1, “Performance Requirements Summary.

**4.0 METHODOLOGIES TO MONITOR PERFORMANCE**

**4.1 Surveillance Techniques**

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are (include those that apply)

- Random monitoring, which shall be performed by the COR designated inspector.
- 100% Inspection – Each month, the COR, shall review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- Periodic Inspection – COR typically performs the periodic inspection on a monthly basis.

**4.2 Customer Feedback**

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the COR, as opposed to the contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR will accept those customer complaints and investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation, identified in Attachment 3.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

**4.3 Acceptable Quality Levels**

The acceptable quality levels (AQLs) are included in Attachment 1, Performance Requirements Summary Table.

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**ATTACHMENT L**

**5.0 QUALITY ASSURANCE DOCUMENTATION**

**5.1 The Performance Management Feedback Loop**

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the TO and assessed using the performance monitoring techniques shown in Attachment 1.

**5.2 Monitoring Forms**

The government's QA surveillance, accomplished by the COR and/or TPOC, will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required results are being achieved.

The COR will retain a copy of all completed QA surveillance forms.

**6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS**

**6.1 Determining Performance**

Government shall use the monitoring methods cited to determine whether the AQLs have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

**6.2 Reporting**

At the end of each month, the TPOC will prepare a written report for the COR summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the performance standards.

**6.3 Reviews and Resolution**

The TPOC may require the contractor's project manager, or a designated alternate, to meet with the COR and other government IPT personnel as deemed necessary to discuss performance evaluation. The COR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the COR as often as required or per the contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties

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- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Issues arising from the performance monitoring processes.

The COR must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

The COR and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification.

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**ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY**

<b>Required Services (Tasks)</b>	<b>Performance Standards</b>	<b>Acceptable Quality Levels</b>	<b>Methods of Surveillance</b>	<b>Incentive (Positive and/or Negative) (Impact on Contractor Payments)</b>
Integrated Program Management Review (IPMR) (See Section C.5.2.3)	Submit a IPMR monthly	100%	Files review, periodic, random, observations, complaints	Contractual remedies
	IPMR is Detailed	95%	Files review, periodic, random, observations, complaints	Contractual remedies
Program Management Plan (See Section C.5.2.4)	PMP is provided five (5) working days after Project Start (PS)	100%	Files review, periodic, random, observations, complaints	Contractual remedies
	PMP contains all required elements.	100%	Files review, periodic, random, observations, complaints	Contractual remedies
	PMP updates are provided annually.	100%	Files review, periodic, random, observations, complaints	Contractual remedies
Sustaining Engineer Activity Report (See Section C.5.4)	Submit Weekly	Provide Weekly 90%+ of the time	# of weeks - #submitted on time	Contractual remedies
Provide Detailed Plan of Development and Integration Environment (See Section C.5.5.1.1)	30 Days After PS	100%	PS-delivery date	Contractual remedies
Provide Purchase Requests (See Section C.5.6)	Two (2) days after requirement identified	Provide 2 Days after Requirement Identified 90%+ of the time	Date Requirement Identified – date delivered	Contractual remedies
Provide List of Materials (See Section C.5.7.1.1)	LOM is accurate and detailed	95%	# of LOMs - # of LOMs accurate and detailed	Contractual remedies
Provide Site Status Report (See Section C.5.7.2.5)	Weekly	Provide Weekly 90%+ of the time	#of weeks - # provided on time	Contractual remedies

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Classroom and Hardware Matrices (See Section C.5.8.2)	Matrices are updated accurately	95%	#of classroom and hardware matrices – number updated accurately	Contractual remedies
Classroom Installation Fielding Requirements Engineering Document (FRED) (See Section C.5.8.2.1)	30 calendar days after completion of site installation or relocation	Provide within 30 calendar days after completion of site installation or relocation 90+% of the time	# of site installation or relocation requests - #provided within 30 calendar days after completion	Contractual remedies
Project Schedule and Cost Estimate (See Section C.5.10)	10 days after COR technical direction	Provide within 10 days after COR technical direction 90+% of the time	COR technical direction given - #provided within 10 days	Contractual remedies

**Contractual Remedies may, at the discretion of the CO, consist of:**

COR meeting with Contractor Program Manager to discuss corrective action,  
CO meeting with Contractor Program Manager to discuss corrective action,  
Written notification to the Contractor by the CO or COR to take corrective action,  
CURE Notice,  
Stop Work order, and  
Non-renewal of Contract Option Period.



ATTACHMENT L

## ATTACHMENT 2

## QUALITY ASSURANCE MONITORING FORM

**SERVICE or STANDARD:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SURVEY PERIOD:** \_\_\_\_\_

**SURVEILLANCE METHOD (Check):**

☐ Random Sampling      ☐ 100% Inspection      ☐ Periodic Inspection      ☐ Customer Complaint

**LEVEL OF SURVEILLANCE (Check):**

☐ Monthly      ☐ Quarterly      ☐ As needed

**PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD:** \_\_\_\_\_ %

## ANALYSIS OF RESULTS:

**Observed Service Provider Performance Measurement Rate: \_\_\_\_\_%**

**Service Provider's Performance (Check):**

☐ Meets Standards

☐ Does Not Meet Standards

**Narrative of Performance During Survey Period:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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ATTACHMENT L

**ATTACHMENT 3**

**QUALITY ASSURANCE MONITORING FORM –  
CUSTOMER COMPLAINT INVESTIGATION**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**DATE/TIME COMPLAINT RECEIVED:** \_\_\_\_\_ AM / PM

**SOURCE OF COMPLAINT:** \_\_\_\_\_ (NAME)  
\_\_\_\_\_ (ORGANIZATION)  
\_\_\_\_\_ (PHONE NUMBER)  
\_\_\_\_\_ (EMAIL ADDRESS)

**NATURE OF COMPLAINT:**

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**RESULTS OF COMPLAINT INVESTIGATION:**

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**DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:** \_\_\_\_\_ AM / PM

**CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:**

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**RECEIVED AND VALIDATED BY:** \_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT M

PEO EIS Organization Chart

(electronically attached)

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ATTACHMENT N

RCAS Organization Structure

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT O

RCAS Baseline

Hardware Baseline – Attachment O1  
COTS Baseline – Attachment O2

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT P

High Level RCAS Development and Test Hardware Environment

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT Q

RCAS System Overview

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT R

RCAS Product Baseline

(electronically attached)



SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT S

RCAS Training Environment

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT T

RCAS Source Lines of Code

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT U

RCAS COOP

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT V

Open RCAS ECPs

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT W

RCAS Help Desk Tickets

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT X

RCAS Historical Field Support Travel

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT Y

RCAS Software Tools

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT Z

**Level of Effort**

**Task 4 – RCAS Support**

The level of sustaining engineer effort currently assigned to deliver all subtasks associated with Task 4 is 13-15 full time equivalents (FTEs)

**Task 8 – DLP Core Sustainment**

The current level of effort currently assigned to deliver all subtasks associated with Task 8 is 7-8 FTEs.

**Contractor Environment**

The current incumbent provides approximately 5000 sq ft of warehouse floor space with appropriate lifting and moving equipment to enable receiving, staging, configuring, storing, and shipping equipment to support RCA operations.



SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AA

RCAS and DLP Survey Report

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AB

DLP Baseline

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AC

DLP Help Desk Tickets

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AD

DLP Classroom Map

(electronically attached)

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ATTACHMENT AE

DLP Classroom Layouts

DLP Classroom Layout – AV600 Attachment Z1  
DLP Classroom Layout – AV650 Attachment Z2  
DLP Classroom Layouts – AV800 Attachment Z3  
DLP Classroom Layouts – MDLC Attachment Z4

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AF

DLP Classroom Matrix

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AG

IMS System Accreditation Status

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AH

IMS Software Development Lifecycle

(electronically attached)



SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AI

Open IMS ECPs

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AJ

IMS Organization Chart

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AK

IMS System Environment

(removed at award)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AL

IMS Application Toolsets

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AM

ITII&R Weekly Status Report

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AN

ITII&R Site Installation Report

(electronically attached)

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AFRC As Built Diagrams

As Built – Small - Attachment AO1  
As Built – Medium - Attachment AO2  
As Built – Large - Attachment AO3

(electronically attached)

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**Labor Invoice Template**

**(removed at award)**



SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AQ

Tools Invoice Template

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AR

Travel Invoice Template

(electronically attached)

SECTION J – LIST OF ATTACHMENTS  
ATTACHMENT AS

ODC Invoice Template

(electronically attached)

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**SURGE SUPPORT (C.5.10 TASK 10) EXAMPLES**

Below are examples what surge support requirements could resemble. **These are examples only and are to be used for informational purposes only.**

**C.5.10.1.1 EXAMPLE #1: DLP NEXT GENERATION CLASSROOM AUDIO/VISUAL SYSTEM REFRESH**

PD RCAS may be tasked by ARNG-TRD for the implementation of DLP Classroom equipment refreshes. These refreshes may be Next Generation Classroom systems (i.e. MDLC), Audio/Visual system equipment such as the AV800 system, or computer equipment refreshes. The contractor shall provide equipment integration, assembly, logistics, installation and training support for the activities associated with the implementation of Next Generation classroom, audio/visual system refreshes, and computer equipment refreshes.

Activities supported by the contractor could include the following:

- Pull and stage the site specific equipment (reference the DD250/1149).
- Assemble the components into completed classroom system/subsystem.
- Integrate and configure the classroom equipment (instructor desk, etc.)
- Connect classroom equipment to the network and test system components for reliability.
- Inventory equipment against the DD250/1149 for shipping purposes.
- Palletize the system, wrap and band for shipping, package the system equipment, and ship all system equipment
- Asset tagging/tracking and maintaining records within the Asset Smart Property Database.
- Support for failed components
- DD250 and DD1149 support
- Conduct an on-site in brief with the Command to review the established installation process.
- Install Next Generation/audio/visual classroom equipment using established processes and procedures (Installation manual).
- Perform system testing of all installed equipment.
- Perform network connectivity testing with the Network Operations Center when required.
- Perform classroom/equipment functionality check of all equipment to ensure operability. Demonstrate classroom functionality with the Site POC.
- Perform new equipment training to achieve a complete and successful installation.
- Coordinate required signoff documentation with the Site POC.
- If applicable, coordinate the shipment of any failed or defective equipment with the warehouse.
- Conduct Site Readiness and Circuit Validation Check.
- Complete an “as built” drawing of the classroom.
- Deliver fielding and engineering documents to PD RCAS CM.

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**C.5.10.1.2 EXAMPLE #2: OBTAIN LABOR AND COST PROJECTIONS**

**PURPOSE:** To obtain labor and cost projections associated with the implementation of a Technical Initiative to integrate current technologies for database applications, system interfaces, virtualization, and regionalized server support requirements of the existing RCAS applications, infrastructure and interface capabilities.

**BACKGROUND OF PROPOSAL:** The current RCAS architecture is not designed to support the implementation of new information exchanges other than the existing current IEs that are reliant on manual or semi-automation processes. It is the intent of RCAS to migrate to current technologies to gain the economies of scale and benefit from the robustness and scalability of Commercial-off-the-Shelf (COTS) technologies that standardize, automate, and secure RCAS external interfaces. In addition, the impacts of migrating to a virtualized RCAS environment will need to be identified.

The Contractor may have to perform the following:

- Design and develop a process to standardize interfaces that include researching, identifying, determining, configuring, and deploying of a COTS solution that will accomplish the standardization of interfaces that are aligned with DOD's strategy to maximize the use of Service Oriented Architecture and web-services. Design must include full cost and schedule to implement the solution at Level 1 sites by end of Option Year 3.
- Analyze and determine of the impacts of Oracle 11g and the selected COTS tool that will be used for Level 1 interfaces of the RCAS applications.
- Identify and propose a solution for RCAS security access via CAC as the primary means of identification and authentication, and the elimination of the Active Directory server dependencies for account creation. Proposed solution should include complete cost and schedule for implementation.
- Analyze and define internal program process changes that will occur for RCAS releases after Virtualization.
- Analyze and define the release methodology and deployment methodology of RCAS releases after Virtualization that could reduce the amount of time required for SAs/DBAs to load new RCAS release content.
- Begin initial study of the impacts and requirements for potential implementation of an RCAS collocation environment. Study must identify COTS solutions that enable data to be virtually segregated to the same protection levels as physical segregation in order to ensure data privacy and integrity is maintained.
- Identify COAs, to include cost and schedule, to encrypt PII data stored in the RCAS IDB.
- Identify and define impacts to the current RCAS security architecture/ATO as a result of integrating identified requirements above in Bullets 1-7. Specifically, the Contractor shall identify and define impacts from the Joint Technical Architecture-Army (JTA-A), DISA STIGs, DISA SRRs, AR 25-2, TAFIM, FISMA and DOD Directives 8500.1 (DISA STIGs), 8500.2, and 8500.3. A revised C4ISR Architecture Framework shall also be defined for RCAS.

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**PROJECT STAFFING PLAN TEMPLATE**

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ATTACHMENT AV

**Key Personnel Qualification Matrix Template**

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**PAST PERFORMANCE REFERENCE SHEETS**

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